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Products, News & Information Data Centers Can Trust. Since 1979

Solutions To Remote Access Problems

Keeping Pace With The Expanding Mobile Workplace

by James Cope

• • •

These days, more and more workers are going mobile seemingly before enterprise managers recognize there's change in the air, resulting in help desk calls regarding configuring devices and syncing data. Many requests are innocent enough, but the frequency and complexity of the requests can accelerate faster than enterprise managers' abilities to keep up.

"This [expansion of the mobile workforce] requires companies to streamline communications between their headquarters and remote workers and provide employees with tools needed to get their work done from any location," Forrester analyst Elizabeth Herrell writes in a May 2008 report on trends in enterprise communications.

Here, we explore some of the "gotchas" associated with going mobile.



Invasion Of The Handhelds

Let user behavior in your organization drive how and what handhelds you provide or support, and you may find yourself responsible for a perplexing list of unknowns connected to your network.

Begin by deciding whether you're going to allow workers to use their personal handhelds for company business and reimburse them for business use or instead provide company-owned devices that are for business use only.

Which way a company should go is a question that Sean Ryan, an analyst at IDC, says he gets all the time. Ryan says, "At

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Find & Fix Vulnerabilities In Web Apps

Steps Your SME Can Take To Help Prevent A Security Breach

by David Geer

• • •

Last year, 40% of Web hacking incidents were aimed at stealing personal information, with 67% of all attacks motivated by profit, according to the Web Hacking Incidents Database project report for 2007, prepared by Ofer Shezaf, vice president of security research at Breach Security (www.breach.com) and project leader for the WASC (Web Application Security Consortium). According to the report, crooks stole at least a few thousand records in the majority of Web hacking incidents.

In financial terms, a report from Forrester Research, "Calculating the Cost of a Security Breach," noted that the cost to the enterprise per compromised record is up to $305. "At a cost of millions of dollars per incident, the business implications of such breaches are significant," says Erik Peterson, director of products for HP's Application Security Center (www.hp.com).

Because of these numbers, small to mid-sized enterprises have a heightened interest in securing their Web applications. To do this, SMEs need to find and fix existing vulnerabilities in these applications, make

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SMEs need to find and fix existing vulnerabilities in applications, make sure new apps are coded with fewer vulnerabilities, and secure those applications in other ways.

In This ISSUE

COVER FOCUS

Solutions To Common Data Center Problems

Here's our guide solving some of the most common, yet perplexing, issues you might face.

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TECH & TRENDS

Discover & Fix Security Vulnerabilities | 1

SMEs have a heightened interest in securing their Web applications. To do this, they need to find and fix existing vulnerabilities in these applications, make sure new applications are coded with fewer vulnerabilities, and secure those applications in other ways.

The Mobile Enterprise Myth | 25

Without proper tools to implement it, the mobile enterprise will remain only a vision.

Encryption Key Management | 26

As the use of cryptography increases, so do the requirements to effectively manage and protect the encryption keys used to encrypt and decrypt data.

The Costs Of Virtual Sprawl | 27

Despite its myriad benefits, virtualization isn't an unalloyed blessing to data center managers; virtual sprawl can quickly erode savings in hardware and personnel that accrue from the physical-to-virtual transition.

Product Releases | 17

■ New blocking controls from **8e6** allow filtering of Internet access to nonbrowser applications. ■ **Bomgar** announced its remote support platform, Bomgar 10.1, to help virtualize individuals in IT support. ■ **Embotics** V-Commander 2.0 aims to take the complexity out of virtualization management and prevent server sprawl. ■ **Integrien** unveiled its Health Check service, which helps organizations find the cause of chronic IT performance problems. ■ **InterVations** announced MailCOPA v.9, a multiuser email program for Windows. ■ **iStor Networks** released the iS512-10G, a 10Gb model of the iS512 integraStor storage system. ■ **NetQoS** announced its NetQoS Managed Services to assist customers with network and application performance challenges. ■ **SonicWALL** released Email Security 6.2, an application designed to distinguish between a legitimate Non-Delivery Report message and an NDR spam message. ■ **Teklynx** introduced BackTrack 6.0, the company's comprehensive asset and inventory tracking software system.

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Company Name: _____

Address: _____

City: _____ State: _____ Postal Code: _____

Country:_____

Email: _____ Web Address: _____

1. **What is the size of your company (how many employees)?**
   - ☐ Less than 10
   - ☐ 10 to 99
   - ☐ 100 to 199
   - ☐ 200 to 499
   - ☐ 500 to 999
   - ☐ 1,000+

2. **How often do you purchase computer hardware/software?**
   - ☐ Weekly
   - ☐ Bi-weekly
   - ☐ Monthly
   - ☐ Quarterly
   - ☐ Annually
   - ☐ No Involvement

3. **What is your annual computer hardware/software purchasing budget?**
   - ☐ $0 to $9,999
   - ☐ $10,000 to $24,999
   - ☐ $25,000 to $49,999
   - ☐ $50,000 to $99,999
   - ☐ $100,000 to $249,999
   - ☐ $250,000 to $499,999
   - ☐ $500,000 to $999,000
   - ☐ $1,000,000+

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Manage Archived Data

Navigate Your Information Stores With B&L's Archived Data Manager

ADM™ Archived Data Manager

The ability to effortlessly search for a single piece of information amid a sea of data is a dream come true for many organizations. With simple organization in mind, B&L Associates has created ADM (Archived Data Manager), a Web-based application that combines historical backup catalogs and organizes them for easy access and management of offline archived data.

Using B&L's patent-pending data extraction technology, ADM can quickly load a server's backup catalog from popular tape backup solutions, including Symantec's Veritas NetBackup, EMC's Legato NetWorker, CA's ARCserve, and HP's Omniback II and Data Protector. ADM features a simple view of a company's backup catalog information and an easy method of searching files by backup application, backup sever, backup client file name, date/time, and expiration date.

B&L highlights ADM's compliance with the amendments to the Federal Rules of Civil Procedure regarding historical backup data. ADM's file-level search makes file discovery quick and easy, which reduces the amount of tapes sent out for content indexing. In accordance with other state and federal laws, ADM features alerts to archived files that are ready for expiration, letting organizations quickly reduce their historical data and avoid related liabilities.

ADM features vast accessibility; once Archived Data Manager has been installed on one computer, it can be accessed from any computer with an Internet connection, making enterprise-wide use possible. Other features include rapid data extraction, enabling ADM to load a server's backup catalog into the ADM database without interrupting normal business procedures.

B&L Archived Data Manager

Provides a single view of backup catalog information and an easy way to organize and search for files

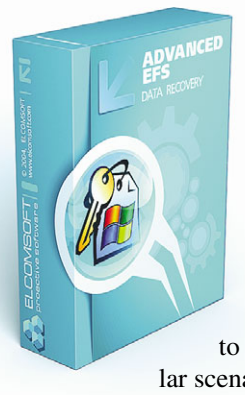
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www.bandl.com

B&L ASSOCIATES®

Restore Access To EFS-Encrypted Files

Advanced EFS Data Recovery Decrypts Protected Files



Microsoft Encrypting File System (EFS) is an integral part of Microsoft Windows operating systems that enables users to protect their files against unauthorized access.

The EFS appears transparent to the user, providing on-the-fly encryption and decryption of data with strong cryptographic algorithms. The ease of use and transparency to the end user creates a false impression of impeccability of the Encrypting File System in the eyes of users, who often forget about the encrypted files when they reinstall Windows or transfer a disk into a new, upgraded computer.

Elcomsoft Advanced EFS Data Recovery decrypts the protected files and works in all versions of Windows 2000, XP, 2003, Vista, and Windows Server 2008. The recovery is still possible even when the system damaged or can't be booted, or when some encryption keys have been tampered with.

Advanced EFS Data Recovery quickly and efficiently decrypts files protected with EFS. Scanning the hard disk directly sector by sector, the program locates the encrypted files as well as the available encryption keys and decrypts the protected files. The direct access to the file system allows Advanced EFS Data Recovery to recover encrypted files in the most difficult cases, even if the disk with data is only available without a valid user account to log in into system or other similar scenarios.

With Advanced EFS Data Recovery, instant access to EFS-protected files is often possible. Supplying a valid password to the user account (or a previously used password) or an account that serves as a data recovery agent (Administrator account by default) can often provide on-the-fly decryption of the protected files.

Elcomsoft Advanced EFS Data Recovery

Standard $149; Professional $299

Restores access to EFS-encrypted files

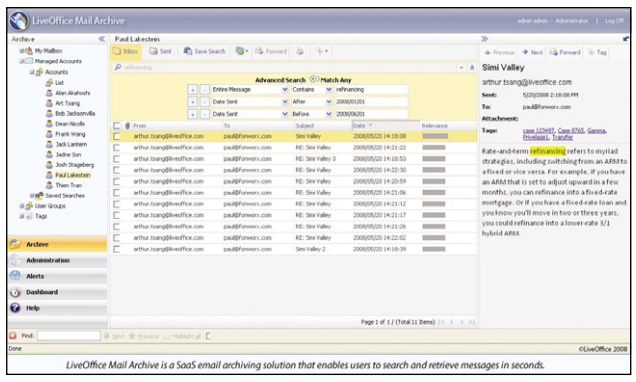
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ELCOMSOFT PROACTIVE SOFTWARE

Convenient Mailbox Management

Email Archiving For Enterprises Of Any Size



IT and HR can conduct an advanced Mail Archive search of user accounts by message, date, and content.

Regardless of a business' size, forward-moving organizations must respond to the increasing volume of emails filling user inboxes. Email archiving is a necessity for maintaining an efficient exchange of information, but this can become a challenge when IT resources are limited.

LiveOffice Mail Archive offers an archiving, compliance, and e-discovery solution for customers who want to minimize storage costs yet protect their organization at the same time. This SaaS platform uses Web 2.0 along with cloud computing to execute quick search and retrieval.

Through full compliance, LiveOffice Mail Archive enables companies to centralize and search the email repository, as well as identify user misconduct within individual messages. Unlimited mailbox storage gives users the ability to view and recover both archived messages and attachments. Discovery provides rapid search response and communication protection.

LiveOffice Mail Archive SaaS is designed to help IT simplify archive management strategies and secure email data without placing a burden on internal finances.

LiveOffice Mail Archive

Cloud storage archiving platform for streamlining user emails

$8 per mailbox, per month; includes unlimited storage and personal archive access for end users

(800) 251-3863

www.liveoffice.com

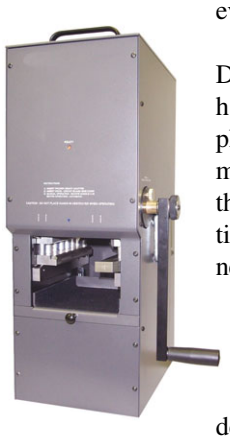
LiveOffice Mail Archive®

STORAGE

JULY 4, 2008

Hard Drive Destruction With No Caveat

Verity Systems' VS7000 Hard Drive Destroyer Prevents Data Theft



THE DISPOSAL OF computers requires careful forethought; not only should electronics be disposed of in an environmentally friendly manner, but obsolete hard drives often contain sensitive data. Simply tossing an old hard drive in the trashcan is not effective disposal; anyone can retrieve the drive and access the data it contains, even if all the files on the drive have been deleted and erased. Leaving data on a discarded hard drive is unwise for any computer user, but it can be disastrous for a business. Physically destroying a hard drive is a surefire way to ensure that no data can ever be mined from a particular device.

The Verity Systems VS7000 Hard Drive Destroyer is specially designed to render a hard drive completely useless. It's completely self-contained, needing only a minimal amount of hand cranking to operate; this makes it particularly useful if a situation arises wherein expeditious disposal is necessary but electricity is unavailable.

The VS7000 can destroy any standard hard drive or laptop drive in less than 15 seconds with only eight turns of the hand crank. A special ratcheting feature makes destroying multiple hard drives simultaneously or crushing especially resistant hard drives a minimal effort.

The VS7000 works by pressing down on a hard drive, bending it approximately 90 degrees. In doing so, the platters are bent and the heads, motor, and circuit boards are damaged, rendering the drive useless and the data unrecoverable.

Verity Systems

$5,847.06

Manual, portable device that physically destroys hard drives to prevent data theft

(800) 642-5151

www.veritysystems.com

SECURITY

JULY 4, 2008

Keep An Eye On Network Traffic

Palo Alto Networks' PA-2000 Series Of Firewalls Offers Affordable Protection



COMPANIES THAT HAVE remote branch offices and swelling ranks but limited IT staff face vulnerabilities to security threats.

Palo Alto Networks addresses these needs with the PA-2000 family of midrange firewalls. The firewalls enable midsized enterprises, as well as those with remote locations, to have comprehensive visibility and policy control over network flow and the applications therein, all at a cost-effective price.

Features of the PA-2000 series, which consists of the PA-2020 and PA-2050, include purpose-built hardware, identification technology, and PAN-OS, a security-specific OS with integrated networking, threat prevention, and management features.

Other features include App-ID, User-ID, and Content-ID. App-ID provides visibility and control of hundreds of applications, and it enables policy enforcement according to application, category, underlying technology, behavior, and risk. App-ID functions regardless of application port, protocol, encryption, or evasive tactic.

For user- or group-specific policy definition and reporting that integrates with Active Directory, the PA-2000 firewalls sport User-ID. The Content-ID feature facilitates real-time, broad-based threat prevention, URL filtering, and file blocking. The PA-2020 model features throughput of 500Mbps, while the PA-2050 offers 1Gbps.

The firewalls boast a high-speed backplane and up to 20 traffic interfaces and dedicated out-of-band management interfaces.

Palo Alto PA-2000 Series Firewalls

Start at $12,000

Provide cost-effective firewall protection for midsized enterprises or those with remote branches

(866) 207-0077

www.paloaltonetworks.com

MESSAGING & TELEPHONY

JUNE 27, 2008

Intelligent Capture & Exchange For Business Communications

Kofax's Communication Server 8.0 Adds Increased Functionality

THE EFFICIENT and highly functional exchange of information is vital to the success of any company. Businesses need to be able to pass information among parties and keep a reliable archive of all messages. Kofax Communication Server 8.0 (known in previous iterations as TOPCALL Communication Server) addresses the need for a single, central communication application.



Kofax Communication Server 8.0 is designed to automate the exchange of information between high-end, mission-critical applications. All inbound and outbound electronic messages in virtually any format—including email, fax, voicemail, and SMS—can be routed across large distributed environments with the server. Further, Kofax Communication Server 8.0 can convert messages from one format to another and archive each one.

Kofax Communication Server 8.0 can be configured as a high-volume enterprise fax server, but it can also be connected to applications such as those from SAP, Microsoft, Novell, IBM, and other ISV systems. A number of new features have been introduced in this version of Kofax Communication Server, among them VMware server virtualization support, advanced email functionality, support for H323 and SIP, and enhanced FoIP (Fax over IP) capabilities. It also supports disaster recovery systems and environments such as Lotus Notes 8, SAP NetWeaver 7.0, and Windows Vista.

Kofax Communication Server 8.0

Offers enhanced support for FoIP, advanced email functionality, and virtualization support

(949) 727-1733

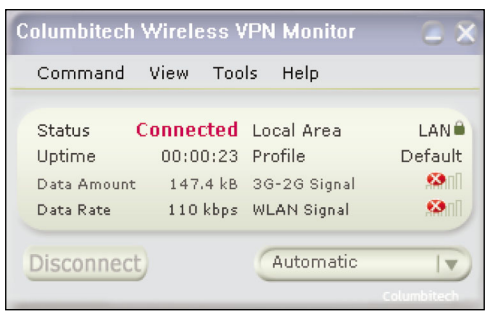
www.kofax.com

NETWORKING & VPN

JUNE 27, 2008

A Greener VPN

Columbitech's Mobile VPN Conserves Battery Power On Your Mobile Devices



With transparent access to applications and enterprise content, mobile users can work from any network connection with Mobile VPN.

VPN IS ESSENTIAL for business travelers, but many mobile users find that using a VPN connection quickly drains the batteries on their mobile devices. Columbitech's Mobile VPN requires 40% less battery power than traditional VPN tools, enabling secure remote access to the corporate network without crippling the battery life on the traveler's laptop or mobile phone.

Mobile VPN is completely software-based, so IT staff members don't need to install additional, dedicated VPN servers. The use of existing hardware resources provides energy savings and lowers the company's capital expenses. And Mobile VPN's software-based approach also allows you to secure wireless legacy equipment, which can help extend the lifetime of network hardware.

Unlike conventional VPNs based on IPSec and L2TP (Layer 2 Tunneling Protocol) for wireline networks, Columbitech's Mobile VPN uses SSL-based VPN with software running at the session OSI level to avoid issues at the application layer. Mobile VPN's session-level architecture allows the VPN connection to meet mobile user demands for stable, transparent use. If a wireless connection drops, Mobile VPN keeps the session open until the user can reconnect to the Internet.

For security, Mobile VPN uses the WTLS (Wireless Transport Layer Security) protocol—the common standard for protecting WAP mobile phone transactions. The strong authentication and encryption tools let remote workers securely transmit confidential data to the corporate network, regardless of location.

Columbitech Mobile VPN

Provides secure and seamless access to enterprise applications from mobile devices

(212) 946-4820

www.columbitech.com

MarketPlace NEWS



Yahoo! Plans Reorganization

YAHOO! HAS ANNOUNCED plans to reorganize its business in hopes of creating a more centralized operation and improving communication between its divisions—search, mail, and home page—and its overseas sales staff. The decision to reorganize, backed by President Susan Decker, follows a failed acquisition attempt by Microsoft, which had hoped to take over Yahoo! in order to strengthen its online offerings. The planned reorganization is also linked to the departure of several executives and comes on the heels of litigation brought by Yahoo! investors who are displeased by the failed Microsoft deal.

Yahoo! President Sue Decker will now oversee the Audience Products Division, the U.S. region, and the Insights Strategy team. In addition, CTO Ari Balogh will oversee changes to Yahoo!'s technology organization, including working to develop an improved cloud computing and storage infrastructure and rewiring Yahoo! onto common platforms. Yahoo! says the changes support its strategy to be the "starting point for the most users, the must-buy for the most advertisers, and the platform of choice for developers."

XP Sales Not Extended

DESPITE REQUESTS FROM USERS and PC makers, Microsoft decided to pull Windows XP from retail shelves and stop licensing the OS to major PC manufacturers as originally planned June 30. But that doesn't mean consumers won't still find the OS available as stores and manufacturers sell their remaining available copies. Bill Veghte, senior vice president of Microsoft's Online Services & Windows Business group, says that many major PC manufacturers will continue to offer XP as a downgrade from Vista; this allows buyers to use XP now and then upgrade without charge to Vista when they're ready. Microsoft also announced it will offer WinXP support services until April 2014.

Technology Startup Sues Google

A SMALL ILLINOIS-BASED COMPANY alleges Google stole trade secrets related to a program for moving Microsoft Outlook email and related data to Google's Gmail. According to the lawsuit, LimitNone, which was developing the migration tool, had been meeting with Google representatives about the program for several months starting early last year. LimitNone agreed to share the technology with Google, and the two companies were working on version 2.0 of the software. In December, Google decided to develop its own migration tool, which ended up being similar to the program in development by LimitNone. LimitNone is seeking punitive and actual damages, which could amount to more than $1 billion.

Oracle Posts Fiscal Q4 Profit

FOR ITS FISCAL FOURTH QUARTER that ended May 31, Oracle reported net income of $2 billion, up 27% from the previous quarter. Revenue for the quarter rose 24% to total $7.2 billion, a result of strong sales in its applications, database, and middleware products. Oracle's revenue for all of fiscal year 2008 grew 25% from the year before to total $22.4 billion. Yearly profits were $5.5 billion, up 29% year over year. Last month, Oracle raised prices by 15 to 20% on a number of middleware, database, and application products, which may lead to higher sales and earnings in future quarters.

Study: Outsiders Still Biggest Security Threat

A REPORT BY VERIZON that studied 500 security breach incidents that took place during the past four years shows that people outside an organization remain the biggest threat to enterprise security. According to Verizon's 2008 Data Breach Investigations Report, 73% of breaches involve outsiders, 39% are caused by business partners, and 18% are started by people inside an organization (breaches could be classified in multiple ways, resulting in the figures adding up to more than 100%). The report seems to contradict the widely believed notion that insider incidents outnumber those caused by other sources, but the researchers note that the data should be viewed with the understanding that insiders are often adept at keeping their activities secret.

One-Third Of IT Admins Snoop On Information

ACCORDING TO A SURVEY of about 300 senior IT professionals, one-third admitted that they or a colleague have used top-level administrator passwords to snoop into sensitive or confidential information at their workplaces. The survey, which password-management vendor Cyber-Ark Software conducted, also revealed that about 50% said they have snuck into systems for information that didn't pertain to their job functions. Cyber-Ark also asked the admins what things they would try to take with them if their employers told them they would be fired the next day: 35% said the customer database, while 31% said a list of all privileged passwords.

Microsoft Combines Security & Identity Divisions

MICROSOFT WILL MERGE its Access and Security Division and Identity and Access Division into one unit, to be named the Identity and Security Division. The merger will centralize the business and development sectors for all of the software giant's identity and security products, both enterprise and consumer. The division will include Microsoft's Forefront portfolio of products, Identity Lifecycle Manager, Rights Management Services, Windows CardSpace, and Active Directory. The Access and Security Division's General Manager Ryan Hamlin will head up development for the group, and the Identity and Access Division's General Manager Douglas Leland will lead its global business initiatives.

Firm Charges Dell, Hitachi & WD With Patent Infringement

NEW YORK-BASED CONVOLVE has filed a federal lawsuit against Dell, Western Digital, and Hitachi Global Storage Technologies, claiming that they are infringing on two of Convolve's patents for vibration-control techniques for moving a device quickly with little vibration. Convolve says Dell has made, used, sold, or distributed PCs and/or hard drives that contain patented Convolve technology. The company also claims Western Digital is violating its patent rights with some of its hard drive models and Hitachi Global Storage Technologies has one disk drive and two storage products that also infringe on Convolve's patents. Convolve is seeking compensatory costs, legal costs, and interest fees.

Global PC Use Reaches 1 Billion Mark

RESEARCHERS AT GARTNER report that global PC use has reached the 1 billion mark and is projected to reach 2 billion or more by early 2014. Gartner estimates PC growth as gaining about 12% per year, which it attributes largely to what it calls PC churn, or the process of users upgrading to new machines and disposing of, recycling, or handing down their old machines. The researchers also predict that over time, emerging markets will represent a larger share of global installed PCs as the penetration of PC use continues to increase at a rapid rate.

Greenpeace Ranks Top Green Electronics Companies

GREENPEACE RELEASED ITS LATEST Greenpeace Guide to Greener Electronics, which features Sony and Sony Ericsson sharing the top spot. The rankings are based on how companies rate in the use of hazardous chemicals in their products and how they handle old or obsolete products, as well as the companies' practices and policies regarding energy issues and climate change, particularly with regard to greenhouse gas emissions, energy use, and energy efficiency. Rounding out the top five with Sony and Sony Ericsson are Nokia, Samsung, and Dell.

Survey: Companies Need Better Enterprise Search

A RECENT SURVEY OF 500 enterprises conducted by AIIM (the Association for Information and Image Management) found that in 69% of the companies surveyed, less than half of the enterprises' data is discoverable by enterprise search tools. About 49% of survey respondents believe it is too difficult and time-consuming to find the information necessary to complete required tasks. Researchers at the AIIM point to a lack of IT push for employing a unified approach to enterprise search; instead, researchers say, enterprises are using four or more discrete search tools.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 14 major companies in the technology market.

Company	Symbol	Year Ago	June 20 $	June 27 $	% change from previous week
Computer Associates	CA	$25.63	$23.53	$23.28	▼ 1.06%
Cisco Systems	CSCO	$27.15	$24.64	$23.61	▼ 4.18%
Dell	DELL	$27.56	$23.40	$22.25	▼ 4.91%
Electronic Data Systems	EDS	$27.35	$24.61	$24.57	▼ 0.16%
Google	GOOG	$530.26	$546.43	$528.07	▼ 3.36%
HP	HPQ	$44.64	$45.64	$44.58	▼ 2.32%
IBM	IBM	$105.33	$122.74	$120.05	▼ 2.19%
Intel	INTC	$23.38	$22.37	$21.49	▼ 3.93%
McAfee	MFE	$34.81	$36.76	$34.37	▼ 6.5%
Microsoft	MSFT	$29.52	$28.23	$27.63	▼ 2.13%
Oracle	ORCL	$19.16	$22.10	$21.29	▼ 3.67%
Red Hat Software	RHT	$23.36	$22.24	$21.17	▼ 4.81%
Sun Microsystems	JAVA	$5.01	$11.18	$10.96	▼ 1.97%
Symantec	SYMC	$19.90	$19.37	$19.48	▲ 0.57%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

Upcoming IT Events

- JULY -

AITP Central Idaho
July 9, 11:45 a.m.
The Owyhee Plaza
1109 Main St.
Boise, Idaho
www.boisestate.edu/dpma/dpmaci/meetings.html

AFCOM Central Ohio
July 9, 5 p.m.
Gameworks
165 Easton Town Center
Columbus, Ohio

ISSA Forth Worth
July 16, 11:30 a.m.
The City of Fort Worth Building
275 W. 13th Street
Fort Worth, Texas
www.issa-cowtown.org

ISSA Puget Sound
July 18, 5:30 p.m.
Olympic Room, Microsoft Main Campus
Building 27
3009 157th Place NE
Redmond, Wash.
www.issa-ps.org

SANSFIRE 2008
July 22-31
Washington, D.C.
www.sans.org

ISSA Baltimore
July 23, 4:30 p.m.
Sparta Inc.
7110 Samuel Morse Drive
Suite 200
Columbia, Md.
www.issa-balt.org

National Institute of Governmental Purchasing
July 26-30
Charlotte, N.C.
www.nigp.org/Events/Forum.htm

- AUGUST -

LinuxWorld Conference & Expo
August 4-7
San Francisco, Calif.
www.linuxworldexpo.com

AFCOM DFW
August 5, 2 p.m.
Anixter
1601 Waters Ridge Road
Lewisville, Texas
www.afcom.com

CompTIA Breakaway Conference
August 5-7
Orlando, Fla.
breakaway.comptia.org

Next Generation Data Center
August 4-7
San Francisco, Calif.
www.ngdcexpo.com

AFCOM Central Texas
August 7, 11:30 a.m.
Marie Callender's Restaurant
9503 Research Blvd.
Austin, Texas

SHARE
August 10-15
San Jose, Calif.
www.share.org

AITP Nashville
August 14, 5:30 p.m.
Holiday Inn-Brentwood
760 Old Hickory Road
Brentwood, Tenn.
www.aitpnashville.org

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PRODUCTS AT WORK

Beyond FTP

Proginet Provides A Secure Enterprise-Wide Approach To Managed File Transfers

by Sue Hildreth

• • •

AT THE UMB FINANCIAL Corp. (www.umb.com), a bank chain based in Kansas City, Mo., the security of the hundreds of financial transfers made by its business customers has become an increasing concern. Each day, approximately 300 transactional files, each representing a multistep financial transaction, traverse the Internet from a business client to the UMB's servers. To better protect those transfers, the bank has recently implemented a major new file transfer system, says Bud Towns, the bank's assistant vice president.

The Problem With FTP

For years, FTP had been the method of choice for the bank's clients to move files from their systems to the bank's. Using FTP, the transactional file would be sent to an FTP server sitting in the bank's Internet DMZ (demilitarized zone), just outside the firewall, at which point a bank representative would go retrieve it for processing on an internal banking system.

While that practice worked fine for getting the transactional files to the bank, it lacked the stringent security protections that UMB wanted to have in place.

"What typically happens with standard FTP is the transferred files sit outside on an Internet-facing Web server, which risks exposure. Another vulnerability of the standard FTP protocol is that it is an unencrypted transmission, and the user IDs and passwords must be kept on the same servers," explains Towns.

As security became an increasingly critical concern, the bank began to look for alternatives to FTP transfers back in 2005. After looking at several software options, UMB opted to purchase Proginet's CyberFusion Integration Suite (516/535-3600; www.proginet.com) for managed file transfers. UMB initially implemented CyberFusion Integration Suite for its health savings account business but has since rolled it out to other business areas of the bank.

How Proginet's Enterprise File Transfer Works

Proginet's CFI (CyberFusion Integration) software protects transfers between customer and banking systems, as well as internal bank transfers.

One of the key features of the CFI system is its ability to provide straight-through processing of financial files, meaning it immediately and automatically moves files off the bank's CFI Internet Server to one of the internal systems—Unix, Windows, or IBM mainframe—sitting behind the firewall. It doesn't require human interference to initiate the transfer, and it ensures that a financial file is never written to the DMZ.

While the CFI software uses its own protocol for internal transfers, customers can use any of several protocols to initiate the transfer on their end, including SFTP, AS2, and HTTPS. Using CFI's straight-through processing capabilities, Internet Server automatically routes the file and directs it to whichever system it is destined for within the bank.

The CFI Suite consists of five components: the CFI Command Center, which provides a single point of control from which to manage all of the file transfers, both inside and outside the bank and across all platforms; the CFI Platform Server, which provides integration with other enterprise applications and end-to-end process automation; the CFI Internet Server, which provides a secured mechanism for transferring files across the Internet; and the CFI Commerce Server for document transformation and EDI integration in B2B data exchange. The fifth component, the CFI Attachment Manager—recently rebranded as Slingshot—is a separate product for handling email attachments.

Making Data Auditable

The need for enterprise file transfer systems has come about as both the government and corporations have become concerned about the safety of sensitive financial data. Because CyberFusion Integration Suite has logging, time stamp, and reporting features, it has enabled the bank to more easily meet regulatory and auditing requirements.

"Auditors like to be able to look at transactional histories, and with Proginet, we can show them the file transfer histories," says Towns. "This shows them what the customer is doing, the reports and file activities, and what their permissions are. It's easy to pull out those pieces of information."

One of the biggest advantages of CFI, he notes, is simply the centralization that a single enterprise system provides.

"With FTP servers, if you have multiple FTP sites, it gets very difficult to maintain and monitor those sites. Proginet enables us to centralize that. It gives us a central database repository and the ability to pull information out of it to see what is going on," explains Towns.

To protect data inside the bank, CFI also provides enhanced internal controls and encryption for transfers within the bank's internal network.

Managing The Migration

Moving a couple hundred corporate customers onto a new system takes time. UMB's customer migration to CFI is still going on, three years after initially rolling out the system. Though there is occasional resistance related to the work required on the customer end to reconfigure settings and test, the majority (75%) of UMB's corporate customers are now on the Proginet system.

In some cases, a customer can be converted within a couple of days, says Towns. But in other situations, it can take much longer.

"If the old system is well documented and people understand it, then it's easy to make the changes," he says. "But if it hasn't been touched in five years, then we have to spend some time investigating and evaluating the system first."

Because these large clients are set up to transfer files from their systems into the bank's, a migration requires changes on the customer's end, as well as UMB's. Proginet has developed a library of job conversion utilities to enable specific jobs on the customer's end to be more easily switched to the Proginet format.

The end result of the long migration and implementation has been well worth it, however, says Towns. "UMB has been able to standardize on a single integrated solution for both internal and external file transfers and to maximize automation capabilities across our enterprise, as well as externally with business partners."

Proginet CyberFusion Integration Suite

An integrated, multiplatform suite that provides a single point of control from which to securely manage all file transfer activity, both inside and outside the extended enterprise

"With FTP servers, if you have multiple FTP sites, it gets very difficult to maintain and monitor those sites. Proginet enables us to centralize that. It gives us a central database repository and the ability to pull information out of it to see what is going on," says Bud Towns, assistant vice president of UMB Financial Corp. (www.umb.com).

(516) 535-3600
www.proginet.com

Securing Email Attachments

Not all files come via FTP or the Proginet (516/535-3600; www.proginet.com) file transfer system. In many cases, customers are also using email, meaning the files go to the bank's Outlook server until a bank representative can transfer them into the main system. To better safeguard those files, UMB Financial Corp. (www.umb.com) is looking at Proginet's Slingshot product, which takes the attachment off the email system and stores it in a separate, secured repository. This reduces the burden on the mail server and provides benefits to end users and IT administrators alike in terms of size, storage, and bandwidth.

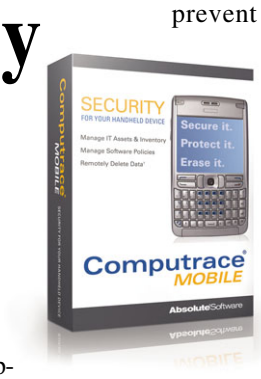
Customers, however, aren't aware they are using anything other than Outlook. The Slingshot software works in the background as a plug-in to the Outlook interface or via a Web browser. It handles email attachments based on rules that the organization defines. Large attachments, for instance, may be automatically moved to a different server or archived, while smaller ones are left in Exchange. It also creates logs and time stamps for the attachments for the sake of auditing and security, and attachments are encrypted prior to transfer. Also, Slingshot has no file size limitations on its attachments because it is built on the same file transfer platform as the rest of CFI (CyberFusion Integration).

SECURITY

JUNE 27, 2008

Computrace Technology Goes Mobile

Absolute Software's Secure Data & Asset Management For Handhelds



AS BUSINESSES OF every type and size go more and more mobile, an important need arises: keeping all those mobile devices secure. Computrace Mobile from Absolute Software offers IT asset management and remote data delete software to address these needs. Based on Absolute's Computrace technology for desktops and laptops, Computrace Mobile provides companies with central management capabilities for their handheld mobile population.

With Computrace Mobile installed on a device, IT administrators can remotely delete all or selected files, which helps prevent sensitive data from falling into the wrong hands and meets compliance standards. Admins can do all of this through a single interface. Further assistance is available through Absolute Software's Customer Center.

Once the Computrace Agent (the technology that "calls home" if a device is lost or stolen) is installed on a device, users can customize reports or select from any of the preconfigured ones to glean information on hardware, configuration, user profile, and installed software. From the password-protected Computrace control panel installed on the device, users can force a test call; view the time, type, and success of the test call; view ESN; view version information; and change the password.

Absolute Software Computrace Mobile

Can be added onto an organization's existing Computrace product; pricing is dependent on the package type

Provides secure IT asset management and remote data delete capabilities

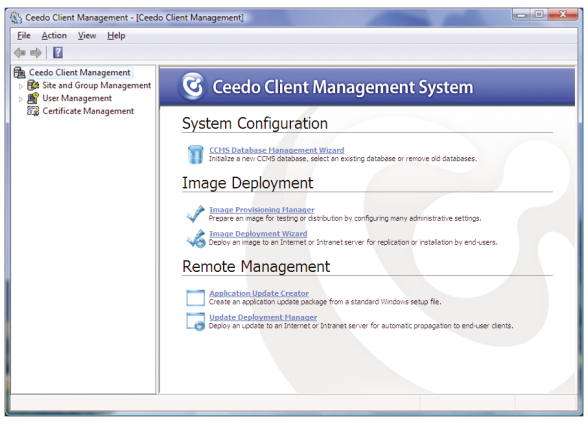
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NETWORKING & VPN — JUNE 20, 2008

Virtualize Your Applications

Ceedo Enterprise Lets You Access Applications From Anywhere



WHEN TRAVELING PROFESSIONALS are out on the road, it's important to not only have access to important files, but to critical applications, as well. With Ceedo Enterprise, road warriors can have access to both files and applications while leaving their laptops at home. Ceedo Enterprise is an application virtualization tool that can store entire work environments on a USB hard drive or flash drive for light travel.

Ceedo Enterprise separates the applications, application settings, and data from a computer's operating system but still allows the applications to communicate with the operating system. With these features, Ceedo Enterprise offers application portability, remote management, business continuity, and disaster recovery. In addition, Ceedo Enterprise offers users the ability to customize their workspace through their own applications and plug-ins. This process does not require administrator involvement, the workspace is separate from the computer, and the installation of applications onto a Ceedo workspace can be done without packaging.

With Ceedo Enterprise, IT managers can control enterprise applications, install new software, and update user files right away from a remote location. Ceedo can be installed on a USB device in order for installed applications to become portable for use on any PC running Windows 2000/XP/Vista, or it can be deployed in real time to a PC from a network or from the Web.

Ceedo Enterprise

$89 per seat (perpetual license)

Creates a virtual work environment that offers application portability, remote management, business continuity, and disaster recovery

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CLIENTS — JUNE 20, 2008

Secure Mobile Computing

Dolphin 7600 Now Includes GSM Wireless Technology & Windows Mobile 6

MOBILITY IS A MUST for business professionals. To access important data at any time is invaluable, which is why Honeywell Imaging and Mobility equipped its Dolphin 7600 Mobile Computer with GSM wireless technology and Microsoft's Windows Mobile 6.



With GSM wireless technology, the Dolphin 7600 allows users to stay connected no matter where they are. Wireless Full Area Networking, combined with Bluetooth, 802.11, and GSM/GPRS EDGE, enables real-time data exchange and voice communications onsite or offsite.

The addition of Windows Mobile 6 enables users to be productive while they're traveling, with connections to email, calendars, and contacts. Windows Mobile 6 also has the ability to read and create Word and Excel files, as well as view PowerPoint presentations. The familiarity of a Windows operating system makes mobile computing simple and intuitive.

The Dolphin 7600 uses a 2.8-inch VGA color display for both viewing and touchscreen use. Its backlit number and letter keypad is strategically arranged to enable one-handed operation. The Dolphin 7600's small, ergonomic design and durable construction is useful in both field and onsite operation.

In addition to its new features, the Dolphin 7600 Mobile Computer is integrated with Adaptus Imaging Technology 5.0, which allows users to capture a wide array of data such as barcodes, digital images, and signatures. This feature is especially useful for retail, parcel and postal delivery, field services, and task management applications.

Honeywell Dolphin 7600 Mobile Computer

Handheld mobile computer equipped with GSM wireless technology and Windows Mobile 6

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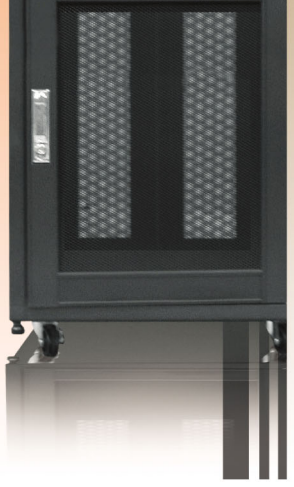


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PHYSICAL INFRASTRUCTURE

JUNE 20, 2008

RapidNetRail

HellermannTyton & Damac Products Work Together To Provide One Innovative Solution



THE RAPIDNETRAIL system from HellermannTyton and Damac Products helps maximize your data center space. The system supports HellermannTyton's RapidNet pre-terminated network cabling solution and Damac Products' Extreme and Co-Location Series cabinets.

This solution uses zero rack mount space by incorporating RapidNet within the 19-inch cabinet rails. RapidNetRail features a patented quick-mount rail design that allows for cassette adds, moves, and changes without interrupting rack-mounted equipment in a fully populated cabinet. It's designed to accommodate both overhead and raised floor cable routing while still maintaining a 24-inch wide footprint.

These rails meet the EIA 310-D industry standards and still maintain a 19-inch rackable surface. Ports can be put where you need them to align connectivity with your servers. Up to 24 RapidNet looms can be installed in either copper and/or fiber combinations, with a maximum of 144 ports for copper and a maximum of 288 ports for fiber.

HellermannTyton's RapidNet pre-terminated plug-and-play system does not require onsite termination or certification testing; it's been verified to reduce installation time by 85% over traditional methods. RapidNet is available in copper and fiber modular configurations and offers performance and reliability for critical applications.

You can choose from two Damac Products storage cabinets: the Co-Location cabinet is a secure, multiple compartment cabinet designed for a co-location environment, and the Extreme Series supports the high equipment density demands you find in data centers.

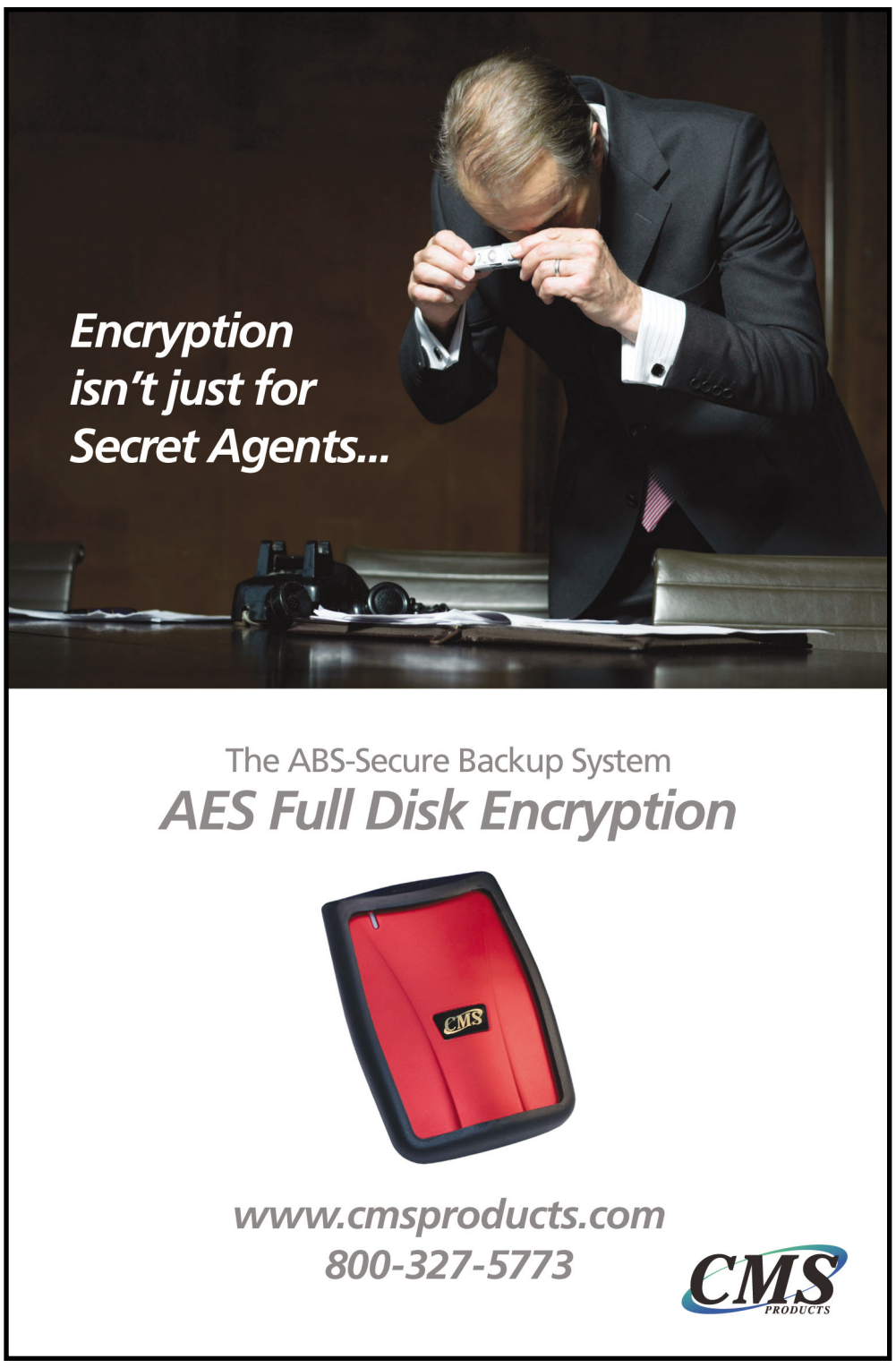
RapidNetRail

A system combining pre-terminated network cabling and a choice of cabinets

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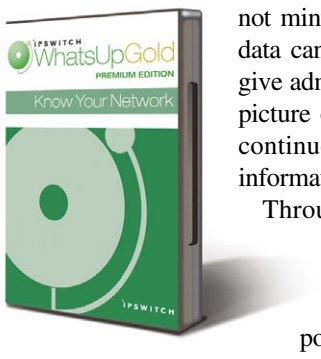


SECURITY

JUNE 20, 2008

Network Monitoring For SMEs & Beyond

Ipswitch's WhatsUp Gold Version 12 Gets Bigger & Better



BUSINESSES GROW CONSTANTLY, and networks must adjust to changing demands. Yet, as important as it is for a network to be able to scale upward, every company has to start somewhere. Having network management tools that can grow with a business from a small enterprise to a large one is valuable.

WhatsUp Gold from Ipswitch has been addressing this issue for over 15 years. The most recent version, WhatsUp Gold 12, has added several new features, including Split Second Graphs, which allow administrators to more quickly identify any problems and take proactive steps toward resolving issues—in seconds, not minutes. Additionally, real-time data can be added to full reports to give administrators a more complete picture of network health, which is continuously updated as real-time information flows in.

Through the various workspace views, administrators can see current device usage data via the InstantInfo pop-ups feature just by hovering the cursor over device or network interface links. Also new are the Web Task Manager and Web Performance Monitor, Web-based tools that extend the functionality of Windows tools to every user.

WhatsUp Gold is designed to provide easy-to-use management and monitoring interfaces, transparent upgrade paths, and low total cost of ownership. With a bevy of plug-ins on the way, WhatsUp Gold can be expanded to suit the needs of any enterprise.

Ipswitch WhatsUp Gold v12

Standard: $1,995
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Distributed: $3,095
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Network monitoring software for any size enterprise

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STORAGE

JUNE 20, 2008

Meet The Newest RAID

NetCom USA Introduces RAID Storage Systems For Critical Data

THE NR6 FAMILY of RAID storage systems is the newest member of NetCom USA's storage solution offerings. Available in capacities of 2, 4, and 8TB with data transfer speeds up to 400MBps, NR6 storage systems are a fast, reliable solution for storage of mission-critical data.

NetCom USA's NR6 family of storage products is ideal for increased network storage capacity, medical image storage,



HD video/audio productions, and near-line backup.

Businesses generate more data than ever before and require fast, continuous access to their information. The NR6 family of storage systems provides protected storage of important information including emails, accounting reports, marketing assets, engineering projects, and creative productions—quickly and safely—while remaining cost-effective.

NetCom USA provides proven RAID technologies for data protection that secures information and ultra-fast access to data for increased productivity.

Features include:

- A factory-matched HBA (host bus adaptor) for PCI, PCI Express, or PCI-X
- Compact 2U rackmount design
- Dual hot-swappable power supplies
- Removable and lockable drive trays for added security
- Easy installation (often completed in just minutes)

The NR6 systems provide safe, economical storage expansion for IT networks and support Windows, Linux, and Macintosh operating systems. RAID levels supported include 0, 5, 6, and 10 for maximum performance and data protection.

NetCom NR6 RAID Storage Systems

Starts at $4,649

Available in capacities of 2, 4, and 8TBs with transfer speeds up to 400MBps

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SECURITY

JUNE 20, 2008

Email Archiving With Data Integrity



ArcMail's Defender U3160 Improves Productivity & Reduces Strain On IT Resources

EMAIL HAS BECOME the *de facto* means of communicating in an office setting. Archiving all that data is important, and managing it effectively can help a company improve productivity and reduce the strain on IT resources. It's crucial to ensure data integrity so archived data can't be altered.

ArcMail Technology addresses these needs with Defender U3160, a standalone appliance with 16TB of storage that provides comprehensive archive and data management. The appliance operates seamlessly in the background. Both administrators and end users can use a simple, Web-based interface to search for and retrieve archived email data. ArcMail Defender U3160 can be used either in the office or remotely.

Admins have a variety of abilities with ArcMail Defender U3160, including being able to monitor system settings and produce reports to ensure that emails are being successfully archived. Once data has been archived, it's protected by data integrity and encryption technology to ensure that data that has been backed up and subsequently restored can't be altered.

ArcMail Defender U3160 is easy to install, use, and manage and captures all inbound, outbound, and internal email with the mail server's journaling function. Operating on the Linux platform, the appliance is compatible with Microsoft Exchange, Lotus Notes, Groupwise, and other mail servers with journaling functionality.

ArcMail Technology
ArcMail Defender U3160

$34,999

Provides email archiving with data integrity and encryption

(866) 417-6495

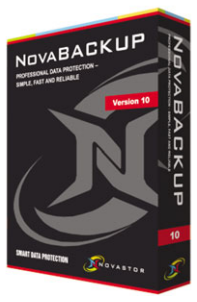
www.arcmailtech.com

ARCMAIL TECHNOLOGY

STORAGE

JUNE 20, 2008

Customize Backup & Recovery



NovaStor's NovaBACKUP 10 Provides Local & Online Data Protection

DATA PROTECTION IS NOT ONLY CRITICAL for computer users, it's essential for the defense of PCs and servers. To secure user data, an SME must set a backup system in place.

NovaStor's NovaBACKUP 10, a comprehensive data protection and disaster recovery solution, supports both local backup and online storage. In the event of an onsite disaster, NovaBACKUP 10 takes a snapshot of the entire system, which enables fast restoration of a local or network source. Online recovery can copy or mirror information to FTP, Internet storage accounts, or corporate servers.

In terms of flexibility, NovaBACKUP 10 enables users to restore all files or select specific files for backup. Users can also customize backup times and, with the flexible scheduler, choose the right routine for automatic backups so they can track when their data is processed. Other convenient features include Smart Select backup for photos, music, documents, or emails and plug-and-play support for devices such as DVDs, CDs, Blu-ray discs, USB devices, and tapes.

NovaBACKUP 10 comes in three versions: Professional, Server, and Business Essentials. NovaBACKUP 10 Professional offers basic backup and recovery for single workstations running Win2000/XP/Vista and features 2GB of free online storage for one year. NovaBACKUP 10 Server is designed for Windows 2000/2003 Server and includes 5GB of free online storage. NovaBACKUP 10 Business Essentials offers 10GB free online storage for a year along with priority support. This version is suitable for SMEs running a single SQL and/or Microsoft Exchange Server.

NovaStor NovaBACKUP 10

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Solutions To Data Security Problems

The Right Tools & Planning Can Ease Security Woes

by Elizabeth Millard

• • •

Security in the data center has often been compared to home security systems, with some experts suggesting simple strategies akin to locking doors and windows and teaching a house's occupants about keeping strangers out.

But as many IT managers have found, a home system would be far preferable to the multilayered, complex, continually changing beast of data center security. Not only are hardware and software systems needed, but also required are user education, vendor and customer access, and frequent patches and updates. It's tempting to simply pull the network plug sometimes, but before severing contact with the outside world, try some of these tactics instead to sort out data security issues.

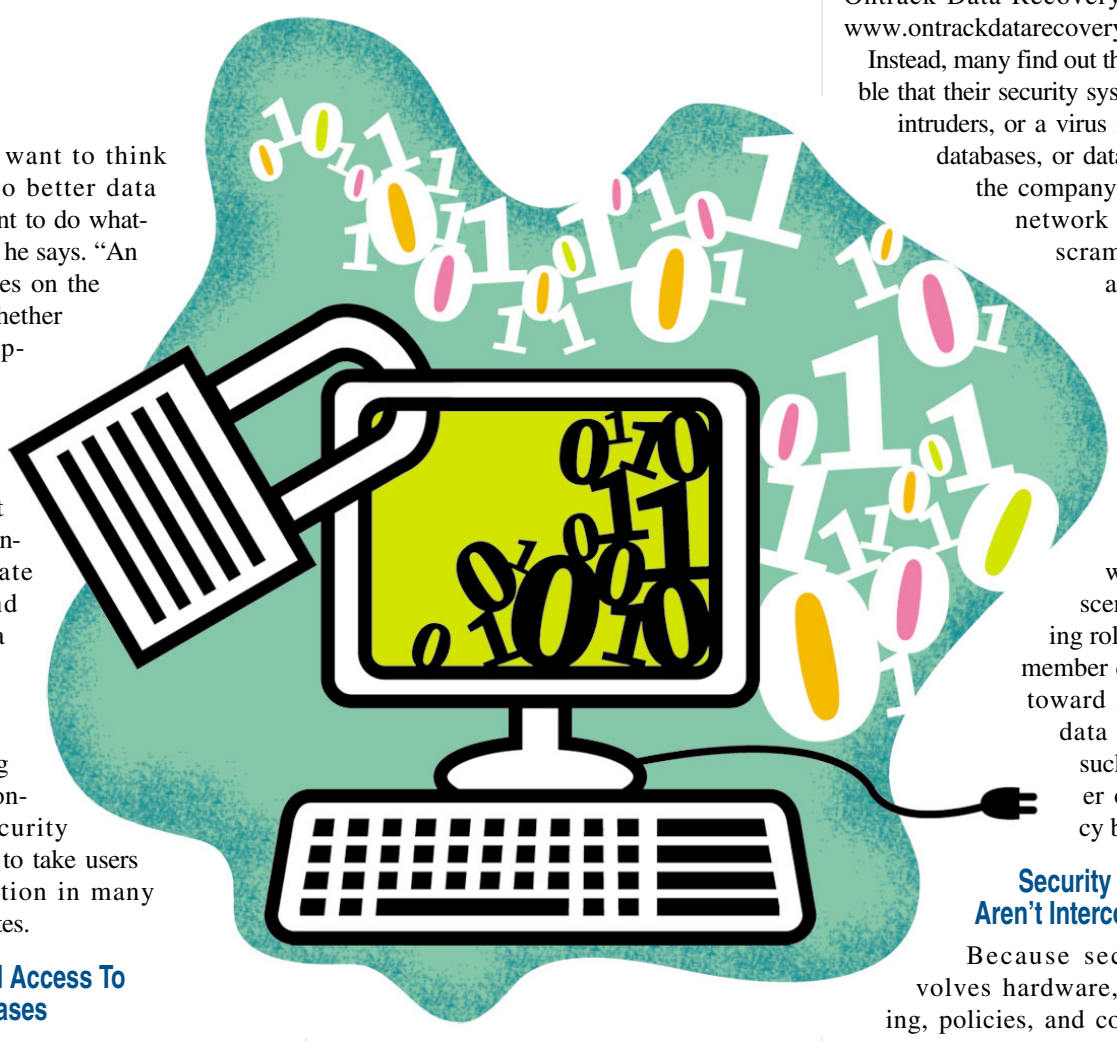
Users Ignoring Or Circumventing Security Rules

User education is vital when it comes to keeping data and systems safe, which is why many companies create online or in-person training programs. Also important are written polices that are clear and simple, so every employee can understand them and can articulate why security is crucial.

But even with those in place, some users have a knack for bypassing security controls, either on purpose or inadvertently, and that's why having a high level of automation can be a boon to data security, says Eric Skinner, CTO of security firm Entrust (www.entrust.com).

"Users don't want to think about how to do better data security; they want to do whatever their job is," he says. "An accountant focuses on the books, not on whether he's emailing appropriate material."

There are many tools on the market that monitor email content and create controls around what type of data can be accessed, manipulated, or pulled from storage. Integrating more of these controls into a security framework tends to take users out of the equation in many cases, Skinner notes.



Customers Need Access To Company Databases

Having a number of different access levels within the confines of the firewall is usually just a matter of tweaking controls, but the situation gets more complicated when access needs to be granted from outside. Adding another layer of concern is access for customers or vendors, since they don't sign the same usage polices that employees need to follow.

To create a more bulletproof plan, it's wise to look at how colleges handle the issue—after all, campuses are rife with guests, students, and faculty, not to mention people dialing in from other countries. Identity management has to be sophisticated and secure, while databases are locked down.

For example, Vanderbilt University went from a homegrown account provisioning service that was challenging to maintain to one that used a centralized provisioning system. Some SMEs that have access controls and ID management that have been created in an ad-hoc fashion may find they face the same homegrown headaches. By centralizing, security is tighter, and industry standards can be implemented.

Another example of how colleges can teach businesses a lesson in security is with the integration of personal computing devices. At Northwestern College, for instance, students work with technical support staff to come up with workable policies, rather than follow mandates from IT. This helps them feel involved with security planning, and employees can also discover that level of feedback and involvement through regular meetings.

No Plan For Data Loss

Although many data storage firms have emphasized the need for data recovery fire drills, most companies still don't employ the strategy, notes Jim Reinert, senior director of software and services for Ontrack Data Recovery (952/937-1107; www.ontrackdatarecovery.com).

Instead, many find out the worst way possible that their security systems have allowed intruders, or a virus is wiping out their databases, or data is leaking out of the company through different network holes. Having to scramble and do damage control wastes valuable time, Reinert says, and creates the potential for downed systems and data loss.

Creating a plan with worst-case scenarios and assigning roles to each IT team member can go a long way toward making sure that data is safe in events such as viruses, power outages, and policy breaches.

Security Strategies Aren't Interconnected

Because security often involves hardware, software, training, policies, and compliance, strategies can sometimes fall into silos that don't seem to connect together. For example, policies might dictate that users are blocked from emailing sensitive data, but with no software in place to stop it, the policy quickly becomes just a signed piece of paper.

Also, applications that provide antispam or antivirus might not extend to branch offices, home offices, or cover laptops, meaning that hardware is lacking security even though software is in place.

Every company will have to create its own cohesive system, but a good first start is to use tools that complement each other or rely on just a handful of vendors, notes Skinner. Some companies look for the tools for a specific task, such as email encryption, but do not delve deeply enough into how these might mix with what's already in place.

"Basically, if you're spending most of your day addressing security issues, then what you have isn't working, even if it's appropriate for the task it's handling," says Skinner. "Problems often come up in the little gaps and holes where technologies don't fit together." P

Top Problem: Increasing Amounts Of Data To Secure Keep IT Scrambling

The compliance wave and data creation boom sparked a kind of digital packrat mentality at many companies, and IT managers found that they were asked to store not just vital files and data, but everything, including redundant data or irrelevant documents.

"Storage is fairly cheap, which is part of the problem," says Jon Ash, vice president of sales for Storwize (www.storwiz.com). "It's like having a giant warehouse and saying, 'Well, why not just keep putting more stuff into it, if there's room and it costs the same amount?'"

In order to change this strategy, SMEs will have to put a screeching halt to the assumption that all data is equal within a firm, and for that, they'll need to involve other department heads to have a long discussion about what to save and what to throw.

But with more data comes the need for more security controls, and that's where costs and complexity come in. Ash recommends creating a data reduction strategy and a long-term plan of tiered storage that includes safely discarding what's no longer needed.

Web Security For Every Size Of Enterprise

Aladdin's eSafe v6.2 Proxy Expands Security Options For The eSafe Family



Internet-related security threats are nothing new, but they're as dangerous as ever. Checking for Internet threats in real time is a powerful way to combat malware of every kind. Aladdin Knowledge Systems' family of eSafe products is designed to address security issues on multiple levels. The latest addition to the arsenal is eSafe v6.2 Proxy, a Web-security application for both in-line and proxy implementation.

By virtue of its implementation options, eSafe supports virtually any network environment. Protection occurs in real time and is designed to help companies protect data, improve productivity, and enable compliance. eSafe can be deployed as a native proxy that integrates Microsoft ISA or as an in-line bridge/router, forwarding proxy, or ICAP proxy.

eSafe v6.2 Proxy is designed to inspect all HTTP, HTTPS, and FTP over HTTP traffic thoroughly to protect the network from viruses, spyware, spam, Trojans, and more. Aladdin designed eSafe v6.2 Proxy to provide complete protection, high performance, and intelligent and thorough inspection.

The eSafe family is a flexible security package that can be installed in enterprise environments in a variety of different modes. It's designed to work transparently, checking Web activity at the gateway to avoid impacting network performance.

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Aladdin
SECURING THE GLOBAL VILLAGE

Solutions To Remote Access Problems

Continued from Page 1

most SMBs, there's a mix because people [who don't receive company-provided devices] mobilize themselves to become more productive."

Catherine Sugarbroad, associate director of business segmentation at Verizon Communications (www.verizon.com), believes that today it's generally simpler and cheaper to hand out company phones to those who need them and make phones "corporate-liable." Many major wireless carriers work with SMEs to control and track mobile usage.

Securing Computers Outside The Office

While cell phones that act like computers can pose security problems to the small to midsized enterprise, notebook computers take the cake. Most are rigged to connect to the enterprise network via the company LAN and from outside over the not-so-secure Internet. Moreover, today's notebooks have supersized hard drives that can hold a virtual warehouse of files, including corporate data that, from a best practices standpoint, should reside behind a firewall on a network server set for automatic backup. Even when the latter is true, mobile workers are reluctant to give up their local data, even when it contains sensitive information that, if released through notebook theft or other means, can get them fired.

What's called for is applying multilayered security to the notebook before it ever goes out the door, says Kevin Murray, senior director of product marketing at Symantec (www.symantec.com).

Installing virus and malware protection is a given, but setting applications and operating systems to retrieve and apply automatic updates is equally important, as is setting password expiration on the server side. The latter forces mobile workers to reset their system login passwords or else lose access to company email, shared applications, and data. To guard against hands-on intrusions resulting from notebook theft, make hard drive encryption part of the multilayer solution.

Real-Time Collaboration

Even with the smartest of smartphones, the best notebook in town, and 6Mbps of broadband to the home, working remotely makes it difficult to collaborate and exchange ideas in real time, communicate visually, or work from the same page, both literally and figuratively.

When your teams can't meet face-to-face, a fast Internet connection in conjunction with an online meeting and event service can sure help.

Some of the best collaboration tools for today's SMEs are Web-based and provided as a service, eliminating the need to manage yet another offering from inside the enterprise. Choose one that's secure, has videoconferencing capabilities, and offers users the option to give slide presentations, share documents, and make changes to them on-screen in real time. Although most of these services are easy to use and some have built-in training modules, it's always beneficial to train a few non-IT staff members on how to manage online collaboration.

Preserving Company Data

Data collected by mobile means contributes to the accumulation of already burgeoning company knowledge and the creation of intellectual property. How do you keep from misplacing it, losing it, or letting a disgruntled worker walk off with it?

If your mobile workers tap into server-side applications via a secure Internet connection and you back up the servers, SMEs have a way of maintaining information generated from afar in email archives and other central server stores. The same is true if you outsource the core applications to a service provider and have a good service-level agreement in place.

Microsoft Senior Product Manager Joel Sider (www.microsoft.com) says companies concerned about holding close the output from remote workers may consider setting remote PCs to redirect local document and data folders to server-based folders.

Local backups to an external hard drive or CD are always options for remote workers, but getting them to follow a procedure on a consistent basis may prove difficult. It's always better to automate the process, even if it means scripting user machines to sync data with a subscription backup service.

Making Safe Connections

Unsecured Wi-Fi networks, in-the-clear instant messaging, and email systems lacking authentication are surefire ways to compromise all of your good intentions of mobile magic. Whether it's a videoconference or accessing data on a company server over the Internet, making sure your mobile users employ secure connections is critical.

Thus, you should secure connections to your company Wi-Fi access points and instruct your mobile workers to use only public access services that assure some level of security between their Wi-Fi devices and the wireless access point they plan to use. Web connections to login pages should be protected by SSL, and company email should employ authentication such as SMTP accompanied by SSL encryption. And, because SSL is session-specific, security experts advocate using a virtual private network for persistent connections between a remote PC and a data center server.

Top Problem: Diversity In An Expanding Mobile Workforce

A study conducted last year by Cisco (www.cisco.com) concludes that not only is the mobile workforce expanding, it's doing so in a rather disconcerting way, across five distinct types of mobile workers: On-Site, or movers who generally work in one place but move around within it; Yo-Yos, those that occasionally work away from a fixed location; Pendulums, people who alternate between working from two fixed locations; Nomads, those who work in a number of different places; and Carriers, individuals who work on the move.

Therefore, you should recognize that different types of mobile workers have different needs and ensure that someone in the enterprise pays attention to those needs. There must be go-to people in the company who know something about mobile technologies, says IDC analyst Sean Ryan, who adds that "things need to work out of the box."

Moreover, Ryan says companies should rely on trusted partners "who can host applications on the fly" and "are trying to break the barriers between the in-office and out-of-office experience."

Find & Fix Vulnerabilities In Web Apps

Continued from Page 1

sure new applications are coded with fewer vulnerabilities, and secure those applications in other ways.

Code Applications Securely

Small to medium-sized enterprises need to target Web applications with an application life cycle approach to application security, according to Peterson. They should start by looking at security holes and defects in the applications during their testing and development stages. The development teams and the security teams need to maintain communication with each other so that the developers are thinking about security when they develop Web applications. According to Peterson, the enterprise should consider implementing solutions that find and fix vulnerabilities in the code while the applications are in development.

The software development process includes nightly software builds, according to Ashwani Kaul, vice president of professional services and education for Ounce Labs (www.ouncelabs.com). This is when enterprises should pull out the source code in their Web applications, compile it, test it for vulnerabilities, and fix the code. Enterprises should include secure coding guidelines and software libraries that are geared toward building applications more securely into their software development initiatives, Kaul adds.

Fix Existing Applications

Once applications are in use, enterprises need to look at ongoing methods for finding and eradicating vulnerabilities. "You need to keep a constant watch on your Web applications to make sure they remain secure. New attacks are discovered frequently," says Peterson.

For commercial Web applications, the enterprise can apply an agent-based solution that scans the system and identifies vulnerabilities and patches that are available, according to Dee Liebenstein, senior director of product management at Lumension Security (www.lumension.com).

For customized applications, regular code reviews and vulnerability assessments should be part of the delivery and maintenance of those systems, Liebenstein says.

There are also tools for scanning Web applications that are in production for finding vulnerabilities.

Continuing with the life cycle approach to software development, the enterprise should use the existing relationship between the security and development teams to rebuild their Web application free of discovered vulnerabilities, Peterson says.

Secure Web Applications

There are other methods for securing Web applications in addition to fixing their internal security holes. First, SMEs should follow industry best practices for configuring Web applications, says Liebenstein.

SMEs can find best practices in the PCI (Payment Card Industry) standards, which are available from the PCI Security Standards Council and in materials available from the SANS Institute. A key best practice is to turn off services on the Web server that the Web application doesn't require.

Enterprises can install application-layer firewalls in front of Web-facing applications, Liebenstein notes. These special firewalls block attacks on known Web application vulnerabilities. Though it is best to repair or patch vulnerabilities, keeping traffic with attacks out is another viable option. Where possible, organizations should both fix applications and institute application-level firewalls as part of a layered approach.

To protect unknown vulnerabilities, SMEs should create a whitelist of applications to run on the server, according to Liebenstein. If an application isn't on the whitelist, it isn't allowed to run. This blocks applications that could run attacks but aren't necessary to the function of the Web application. Liebenstein says, "Any applications that may connect through the Web application should also be secured with a whitelist."

The Cost Of Web Application Breaches

The Web Hacking Incidents Database project report for 2007 points out the high cost of Web application compromises. Ryan C. Barnett, director of application security at Breach Security (www.breach.com) and a member of the Web Application Security Consortium, reveals other costs of Web application vulnerabilities that should motivate enterprises to address the issue.

For organizations that fall under the scope of the PCI standard and experience compromises, the following penalties may apply:

- A fine of up to $500,000
- Costs up to $20 million (including costs of replacing credit and debit cards, covering fraudulent account charges, and lawsuits) for recovering from the breach
- Elevation to Level 1 (low severity) status, resulting in compliance validation costs
- Termination of card services

Barnett also notes that ultimately, many Level 3 and 4 (high and critical severity) merchants file for bankruptcy after a breach.

For organizations that the Federal Trade Commission investigates, costs may include:

- Fines into the millions of dollars
- The costs of creating information security programs, submitting to audits and assessments, and monitoring and reporting for compliance

Web 2.0 Applications

Web 2.0 applications, such as wikis, blogs, RSS, and social networking, combine to create a larger surface area of unknown vulnerabilities for hackers to attack, says Ashwani Kaul, vice president of professional services and education at Ounce Labs (www.ouncelabs.com).

"For example, there is a lot more going on on the front end with Web 2.0, like lots of different java script applications," Kaul says. As Web 2.0 applications continue to grow in popularity, attackers are increasingly targeting them, he notes.

Here are two tips for addressing Web 2.0 vulnerabilities.

1. **Do penetration tests to see where the holes are.** SMEs can do penetration tests internally or through a third party, according to the PCI Standards Security Council, which released an update to its PCI DSS (Data Security Standard) about penetration testing in March.
2. **Know what you have.** "Attackers have been siphoning off enterprise information for years. Assume everything is somewhat confidential and start protecting it," says Kaul.

Solutions To Storage Problems

Trouble Lurks Around Every Storage Corner, But Help Is Here

by Christian Perry

• • •

The world of IT is often unpredictable, but one inevitability shared by every IT manager is a constant influx of data. Data center personnel continuously find themselves grappling with this perpetual onslaught, which frequently leads to storage problems. Whether there's not enough or it's not functioning efficiently, storage creates big headaches, but here are some effective solutions to vital problems.



Storage Shortage

According to Tony Fisher, CEO of DataFlux (www.dataflux.com), the most common storage-related problem in data centers today is that there's simply not enough of it. Economy concerns, along with a growing focus on the environment and energy expenditures, has companies struggling to find budget-friendly ways to store increasing amounts of information, he says.

"There's no way to completely stop the storage shortage. Storage costs money—significantly more money than creating data entails—and as long as companies experience growth, huge quantities of data will follow. The obvious solution, although not the most effective, is to be reactive and attempt to scale storage availability to the influx of data," Fisher says.

But a more effective solution, he explains, is addressing the issue of duplicate data, which consumes excessive space, prolongs everyday data processes, and results in unnecessarily high energy expenditures. Many companies rely on purging historical data to free storage, but Fisher says this process can negatively impact analytics and business intelligence, as well as create fodder for audits.

"The data you want to get rid of is data you already have in a complete form somewhere in your database. If you have three customer entries for Joe Smith, J. Smith, and Joseph Smith, you're wasting valuable storage space," Fisher says. "Implementing a data deduplication initiative can reduce energy, lower maintenance costs, and provide a clear, single view of your customers and/or products."

Vexing Virtualization

The benefits of virtualization are quickly becoming evident in enterprises of all sizes, but virtualization technologies bring with them challenges, particularly on the storage front. Andrew Hillier, CTO and co-founder of CiRBA (www.cirba.com), says that when virtual machines enter the picture, several things change, including data flow patterns and I/O density shift, security configurations and masking becoming more complex, and the use of technologies such as iSCSI bringing the network into the equation.

"As with any transformation, the best way to mitigate risk and ensure proper operation is to gain a good understanding of how servers and VMs interact with storage and to also model how the potential future state of an environment will change this," Hillier says. "For example, if physical systems are virtualized, then SAN traffic may concentrate through fewer HBAs [host bus adapters], and the use of iSCSI may overload network switches. Detailed measurement, combined with algorithms and rules to analyze these outcomes, becomes essential when dealing with these increasingly complex environments."

Escalating Backups

Finding enough storage to handle rapidly growing data is one challenge, but dealing with the subsequently larger backups for that data is another. Nigel Burmeister, director of product marketing for Acopia (www.acopia.com), says that enterprises today tend to back up everything, even if a file hasn't changed in six months. This can extend backup times beyond reasonable limits, but there's a solution.

"Automated tiering with file virtualization provides a way to partition data that is not changing from the data which is—in a way that is invisible to clients," Burmeister says. "This allows the changing data set to be backed up on a regular schedule, while the unchanging data is backed up less frequently or not at all."

Growing Pains

As a company's business grows, the costs of acquiring, managing, and operating the storage infrastructure can rise quickly. However, according to Tim Arland, principal consultant for storage solutions at Forsythe (www.forsythe.com), the cost problem can be handled by effectively addressing the common underlying cause: out-of-control growth.

"Storage capacity will grow every year in a successful business. However, IT's management of that growth determines the eventual cause-and-effect relationship between capacity growth and cost. In a fiscally conservative environment that dictates flat and predictable cost increases, explosive demand for storage capacity can be troublesome," Arland says.

To combat storage growth problems, Arland recommends that IT managers work with business owners to develop capacity management and cost accounting mechanisms. In turn, these can be used to create a predictable cost curve that aligns with business objectives and budget constraints.

Storage Perspective

Many companies and their employees rarely think twice about the data they choose to store. However, this matter of perspective—or what DataFlux's Fisher terms "human interpretation"—tends to lead to other problems. For example, when storage runs low, managers might consider the issue a hardware problem (such as not enough servers). However, while hardware problems might indeed exist, the root cause to storage deficiencies might exist elsewhere.

"A shortage of server capacity isn't the source of storage frustration; it's a symptom," Fisher says. "By implementing a data governance program that controls information throughout its life cycle—cleansing, integration, management—you can ensure that your data is optimized once it reaches the storage phase. Improving data quality before it needs to be stored can help you make sure that what you do end up storing is valuable." P

Top Problem: Looking Ahead

Throwing more hardware at storage problems might be a popular tactic among data center managers, but that's certainly not the best plan. In fact, some companies don't plan their storage infrastructures at all with growth in mind, says Tim Varma, director of product management for PEER 1 (www.peer1.com), and this can eventually create problems such as data corruption, total system failure, and others.

"Customers are experts with their software applications but not necessarily experts with selecting the right storage solutions," Varma says. "There are so many options available to purchase from a storage perspective—SATA, SCSI, SAS, Fibre, NAS, and solid-state. Often, these choices, coupled with finding the right RAID or redundancy solution, can be overwhelming."

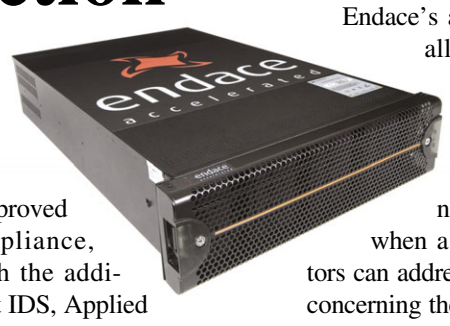
Varma stresses the need for a thorough storage plan that accounts for growth. After application needs are researched and understood, a scaling plan should be formulated that includes both today's needs and needs in future months (or even years). Storage analysis should be performed during this planning phase, ideally through the use of monitoring tools that allow for threshold altering.

During checkups, Varma says, PEER 1 occasionally finds that customers are growing and moving to larger and larger systems. "While this may save dollars along the way, we highly encourage customers to move to SAN-based solutions so that their data needs can scale limitlessly," he says.

Planning should also include availability, including backups and disaster recovery. For backups, Varma says they should never be done locally to the same server, and they should allow for features such as compression, encryption, and replication of data to an alternate site.

Core-To-Edge Detection

Endace's NinjaProbe Adds Snort IDS Support & Data Mining Capabilities



Monitoring the security of a network requires network administrators to make sense of a constant flow of information from a variety of fronts. Malicious threats and anomalies of all kinds must be recognized and dealt with handily, and administrators must rely on their equipment to help them keep the network safe. All of this puts more pressure on NIDS (network intrusion detection systems) to do their job well.

Endace has improved on its NIDS appliance, NinjaProbe, with the addition of 10G Snort IDS, Applied Watch Command Center Agent, and data mining capabilities. NinjaProbe is powered by Endace's DAG (Data Acquisition and Generation) technology. The new features are open-source and facilitate high-speed packet capture, intrusion detection, and analysis. They are designed to be easily deployable, powerful, and secure.

Endace's acquisition of Applied Watch allows NinjaProbe to integrate well with Snort IDS' management tools. NinjaProbe captures all incoming traffic to disk, from the edge of the network to the core, so that when a rule is triggered, administrators can address the problem and mine data concerning the event. And because the platform can operate on segments up to 10Gbps with continuous indexed rotary storage, analysts can collect and study data both before and after an alert.

The appliance's features can be managed remotely, including for Snort rule definition, download, and alerting, as well as data mining and platform configuration. Other features include traffic filtering and Netflow record generation, which facilitate data capture, performance management, traffic monitoring, and electronic surveillance to meet the full range of requirements.

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Solutions To Cooling Problems

Fix Cooling Flaws & Keep Data Center Temperatures In Check

by Bruce Gain

• • •

Not only are servers becoming denser, but the amount of data they need to process is expected to expand exponentially on an industry-wide scale during the coming years. What this means, of course, is that even more cooling will be required to handle the extra heat servers will generate.

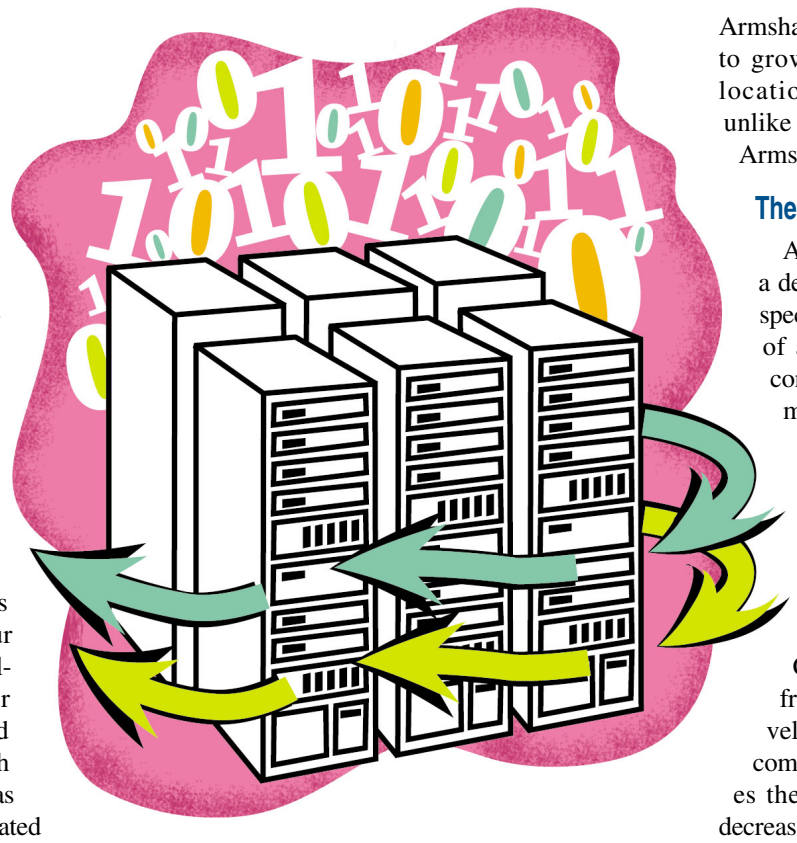
Keeping data centers cool to prevent system failures and lost data is nothing new to admins, yet the ever increasing thermal heat generated by servers and equipment still represents a daunting challenge for many admins. Moreover, for a data center that must accommodate the needs of an enterprise that is in rapid growth mode, the old ways of how one might go about keeping the equipment cool may no longer be good enough.

Meanwhile, some admins have a reactionary approach that might involve installing piecemeal cooling solutions that just solve the immediate needs of maintaining server temperatures at required thresholds to prevent system crashes with little thought as to what might be required in the future. Others might have invested in a tightly engineered facility, which can also handle just about any contingent growth plan an enterprise might decide to implement. However, most data center managers' cooling strategies fall somewhere in between. Also, even the most well-designed data center can benefit from some kind of improvement. We look at some common and other not-so-well-known cooling problems and offer solutions to fix them.

Top Problem: Avoiding Wasted Cooling Resources

How to keep the data center cool is a major infrastructure issue that will only become more important as you add servers and equipment in the future. With more heat to contend with, there is also less room for error and wasted cooling energy. If you haven't done so already, creating a hot aisle/cold aisle layout for the server room can help a lot.

The main purpose of a hot aisle/cold aisle layout is to improve a server room's overall cooling efficiency by preventing hot and cold air from mixing together. Servers are mounted in rows in such a way that their backsides are turned toward the backsides of servers in another row. This way, the hot air is channeled in a "hot aisle," which is channeled to an air-conditioning duct or another outlet. Cool air should be channeled into the aisle where the front sides of the servers in two rows face each other.



Going It Alone

Creating the right cooling infrastructure for a data center often requires the know-how of someone whose formal training falls outside of the IT field. Your certificate training or even college-level courses in IT, for example, almost certainly did not prepare you to crunch numbers for complex formulas involving thermodynamic-related cooling variables. So when your data center's servers and equipment, for example, have exceeded the cooling capacity, it might be a good time to get specialized advice, says Michael Petrino, vice president of PTS Data Center Solutions (www.ptsdcs.com).

"Contact a data center consultant who specializes in support infrastructure, computational fluid dynamics, and/or data center mechanical engineering," Petrino says. "Spending money upfront to better understand the problem and the path to a solution will save you in many ways."

Data center engineering consultations should also involve a hot aisle/cold aisle layout, which Petrino says offers results in a raised floor, as well as nonraised floor environments. "Other room and mechanical features can comprise ducted return systems or using the drop ceiling plenum as a hot air return for the CRAC [computer room air conditioner] units," Petrino says.

But when air mixing occurs due to open spaces in the server racks between the cold and hot aisles, the result can be unwanted bypass air, Petrino says. "[The solution to bypass air] is to add blanking panels where you do not have servers and use foam block products to fill the open cable pass ways," Petrino says.

No Growth Plan

Some data center managers may have a tried-and-tested cooling system in place, but unfortunately they have no plans (nor extra capacity) to accommodate additional servers and equipment for an expansion. It is thus vital to have a viable cooling plan for the future that will address budgeting, infrastructure, and capacity constraints when the day comes for the data center to get bigger.

"Probably the biggest single problem for a data center is growth. Most data centers are calculated to cool the anticipated load plus 10% for growth," Joseph R. Armshaw, area manager for Atlas Sales & Rentals (510/713-3313; www.atlassales.com), says. "As companies grow, so does the need for data handling equipment; thus, there are more servers and more heat. Before long, they pass the 10% extra cooling [threshold] and the data center begins to warm."

Tied To An Expensive Infrastructure

Given the significant investments cooling systems represent, it is of paramount importance to carefully select the one solution from several other options you have carefully considered when building a data center from scratch or replacing an existing system. However, one of the risks involves later finding out that the permanently installed system is not really the best solution. The installation of permanent systems can also create a huge expense for companies, especially for those enterprises that are expanding, Armshaw says.

"When a company is in that growth period and having to expand their infrastructure, cash flow becomes an issue," Armshaw says. "A reliable and relatively inexpensive solution is to use portable cooling systems. Portable cooling systems can solve both major cooling issues for most data centers."

Besides saving costs, portable cooling systems also offer extra flexibility compared to permanently installed systems, Armshaw says. "As the company continues to grow and totally outgrows its current location, the portable goes with them, unlike the permanently installed system," Armshaw says.

The Wrong Fit

Air-conditioning systems often require a delicate balance of matching the unit's specifications against the specific needs of a data center. Also, not "every air conditioner is correct for every environment," Petrino says.

"To achieve the heat rejection ratings listed by most manufacturers, you need optimal conditions that are rarely found in existing data centers experiencing cooling problems," Petrino says. "Bigger is not always better, either. Most larger CRACs have a higher CFM [output] from their blower and will create more velocity pressure, air streams that may compete, and air mixing, which decreases the temperature in the room but will decrease the efficiency of new and existing systems, as well."

No Real Redundancy

The best-engineered cooling system in the world will do you no good if the system goes down and you do not have a backup plan in place. Data redundancy is a major component of how admins back up and protect their enterprises' data, and most data centers have backup power systems. Yet, often less thought is given to cooling redundancy. But for redundant cooling, mobile solutions can also serve as a remedy for emergencies, says Garth Tagge, vice president of sales at Spot Coolers (www.spot-coolers.com). "For backup and emergencies, [portable cooling] is a very quick way to get cooling when the building's system goes down or when you have to shut down or repair the permanent system," Tagge says. "Emergencies and failures happen when they happen. So if they happen at 2 in the morning when an alarm goes off that says your cooling died, then you better be able to call someone up and say 'bring me something.'"

It is also a good idea to mix the types of redundant cooling systems you have in place, Tagge says. If both your working and redundant cooling systems are water-based, then you can have a major problem if your data center gets its water from the building city water supply and the pumping station goes down for your building.

"If you have both air-cooled and water-cooled systems, then it is a different story since if the air cooling goes down, you can use the water cooling [and vice versa]," Tagge says. P

Physical Infrastructure June 13, 2008

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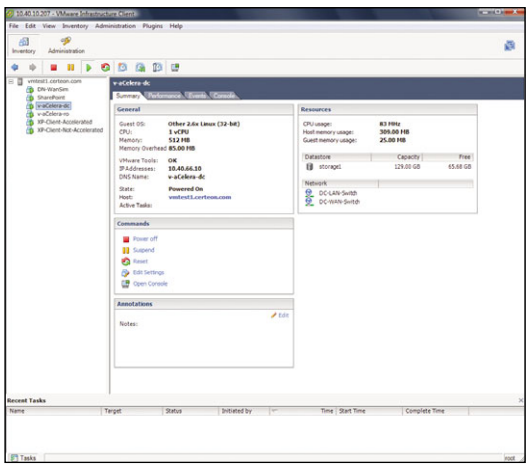
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CABLE-SWAPPING AND UPLOADING presentation data located on remote computers are serious drags in any professional meeting. With the KE8220 Virtual VNC Console, ATEN revolutionizes the meeting room with a tool that not only allows multiple local presenters to wirelessly transmit their presentation data from their notebooks to a projector or display, but enables remote users to push their data in real time via LAN, wired or wireless, to the ATEN KE8220.

This wireless presentation system from ATEN's ALTUSEN product line upgrades existing projectors and generates a cable-free conference environment for multiple presentations. The KE8220 also allows remote access of PowerPoint presentations, images, and other applications for real-time display on a projector, monitor, or other display device with standard VGA connectors. With the Wireless-G USB Adapter, the KE8220 transmits data over a secure high-speed 802.11b/g wireless connection at speeds of up to 54Mbps with 64-, 128-, and 256-bit WEP encryption.

Users can download AltusenVNC software from the KE8220's embedded Web server, allowing anyone in the meeting to switch focus between computers seamlessly with a mouse-click.



This plug-and-play device is compatible with Windows 2000/XP/2003/Vista.

The KE8220 system features:

- 802.11 b/g support for wireless presentation without cable swapping
- Display computer's screen on projector via network
- Real-time display of PowerPoint presentations, images, and applications
- Seamlessly switch focus between computers with a single mouse-click
- Supports high-quality display resolutions up to 1,280 x 1,024 at 60Hz
- Ad-Hoc mode with DHCP server support enables a direct wireless connection between the KE8220 and a laptop
- Automatic discovery and multilingual UI support simplifies process
- Supports static and automatic (DHCP) network configuration

ATEN KE8220 Virtual VNC Console

Presentations unleashed: enables wireless presentations without cable swapping

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Physical Infrastructure



RPC 22

24 Receptacle Remote Power Monitoring & Distribution

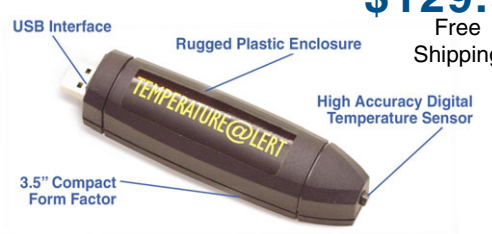
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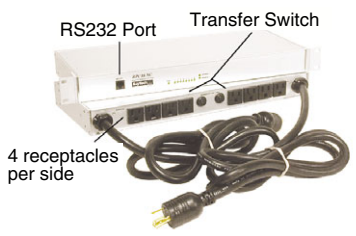
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RPC 18

8 Receptacle Power Control / Monitoring w/Trans Switch

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Physical Infrastructure



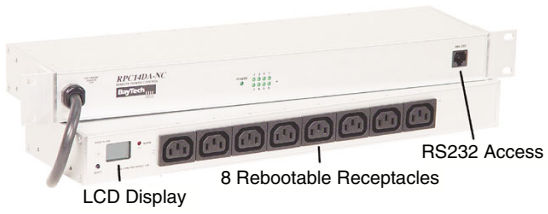
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Physical Infrastructure



RPC 14

8 Receptacle Power Control and Monitoring

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen displays power monitoring information
- RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles

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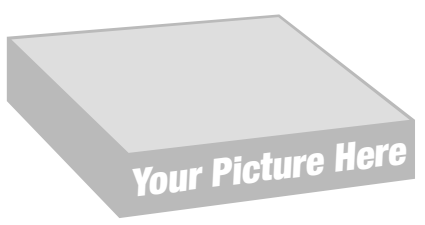
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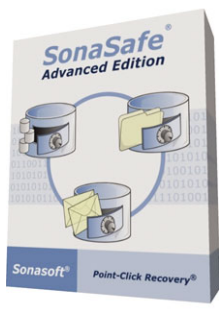
Backup, Recovery & Disaster Protection

Sonasoft's SonaSafe Suite Beefs Up The Defense

Protecting data is one of the most important things a company can do. Sonasoft's newest version of its SonaSafe Suite for Microsoft Exchange, SQL, and Windows Servers improves upon its ability to facilitate data backup and recovery.

SonaSafe Suite is designed for high availability by continuously updating data that was retrieved from the primary system to the redundant, standby servers. The redundant servers themselves are designed to immediately take over for the primary system in the event of a disaster.

SonaSafe Suite supports SQL 7.0, 2000, and 2005; Exchange 2000, 2003, and 2007; and Windows NT/2000/2003/XP. Backup and recovery options are also available via a bootable CD and can be performed on systems such as VMware and Microsoft Virtual Server. The suite is controlled through a Web-based interface.



New features of the suite include dynamic mailbox backup, which makes larger amounts of mailbox storage possible on an Exchange server. One complete backup is made, so only incremental backups need to be performed in the future, thus eliminating costs. Data retrieval is possible with a few mouse clicks.

Other new features include customizable ports and enhanced replication and recovery capabilities. Customers can now define and open ports for backup and restore functions, which is more secure than doing so on more commonly used ports. File level backup and recovery options are also increased.

Sonasoft SonaSafe Suite

SonaSafe Application: $1,995
SQL/Exchange/File Systems Agent: $995

Provides backup and restore functionality for Microsoft SQL, Exchange, and Windows servers

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PRODUCT OF THE WEEK

Hergo Saves Floor Space

Z Line Wall Mount Enclosure Cabinets Provide Access, Protection & Reliability

by Chris A. MacKinnon

• • •

WHEN YOU THINK ABOUT HAVING to maneuver around switches, patch panels, and wall mounts, it's amazing how much time is wasted when you are simply trying to access an enclosure cabinet to add, remove, or modify existing components. Busy days translate into more work tomorrow, the next day, and so on. When you are on the fly, it is important to have a solution in place that allows quick access, and it's a bonus when your solution provides zinc-plated mounting rails for grounding conductivity and easy cable management, as well.

Kristen Speranza-Diamond, vice president of Hergo (888/222-7270; www.hergo.com), an independent designer and manufacturer of technical furniture solutions, says her company has manufactured a solution that includes all of the above.

Enter Z Line

Hergo's Z Line Wall Mount Enclosure Cabinets are a relatively new offering for Hergo. Speranza-Diamond says this new solution helps small to midsized enterprises organize and safeguard technical data and equipment at any height level without taking up valuable floor space. A standard design allows for mounting of all electronic equipment that meets EIA 19-inch specifications. Speranza-Diamond says since Hergo introduced the wall-mount product in the spring of this year, it has caught on like wildfire. Hergo offers the solution in three different sizes and designs, so the product is adaptable to a number of different applications.



The smallest size that Hergo offers is a 6U single-section unit that can accommodate equipment that is up to 15 inches deep. This particular cabinet is 14.5 inches high and 17.7 inches deep. Speranza-Diamond notes, "With more electronics and wiring coming into smaller companies and home-based offices, this is a solution that allows the user to house a number of peripherals while taking up minimal space. We also offer a 12U version of the single-section unit. This selection, along with the other cabinets, comes with a reversible, tempered, tinted glass door."

The largest cabinet in Hergo's trio is the double-section unit, which is packaged with four square cage knock-out mounting rails and can accommodate equipment that is up to 18 inches deep. Speranza-Diamond adds, "Most wall-mount cabinets have only two rails, so only front mounting of switches and patch panels is possible. The double-section unit is 25 inches high and 21.6 inches deep." She says each wall-mount cabinet package ships boxed and fully assembled, with 10 screws and cage nuts to properly mount all the peripherals. Hergo ships all of these cabinets through its "Quick Ship" program, so orders typically leave the factory the next business day.

A Unique Offering

According to Speranza-Diamond, a few different features make the Hergo Z Line Wall Mount Enclosure Cabinets unique among Hergo's competitors' product offerings. "First and foremost are the side panels," she says. "A wall-mount cabinet with removable side panels is very rare in this industry. Usually a wall mount will be manufactured as a single piece, so a user can only access equipment and cabling by opening a front or back section." She says the Z Line wall-mount enclosures have removable side panels so users do not have to open up the unit to adjust cabling or any other connection in the back. "Once the adjustment is made, the panels easily snap back into place with a flip of a latch," she adds.

Hergo also offers gold zinc-plated mounting rails in its units for grounding conductivity purposes. Speranza-Diamond says the painted mounting rails that you might see in other enclosures create a steel-on-steel scenario that is not good for conductivity and in some cases can actually create a hazard. "Each cabinet is supplied with a cable brush insert. In these smaller cabinets, you will usually see top and bottom knock-outs for cabling, but the cable brush insert is a more effective way to manage cable access and protect equipment from dust and debris," she says.

With increased efficiency in manufacturing and cutting-edge design, Hergo is in a position to offer commodity pricing for these units. Speranza-Diamond says, "In this day and age, when every penny counts and quality seems to be lacking in so many products, customers are guaranteed a cost-effective, solid, durable solution that is a readily available stock item."

For those who are concerned about equipment and data security, all of Hergo's Z Line Wall Mount Cabinets feature doors and side panels that are secured with key locks, so all possible entries to equipment and cabling are protected.

Hergo offers various options as counterparts to the cabinets for a complete solution. A few of these options include: a 75 CFM top fan with filter kit, a 19-inch rack-mountable 6-port 15-amp power strip, a 1U 19-inch rack-mountable cable loop panel, in-cabinet lighting, and 12- and 15-inch-deep cantilever shelving. These peripherals are also available with Hergo's Z4238 unit, which Speranza-Diamond says is the centerpiece of the Z Enclosure Cabinet product line.

The Z4238 Special

The Z4238 cabinet is a full-sized unit that comes with S-shaped rails for front and side equipment mounting. Speranza-Diamond says the mounting rails are marked for every "U" of rackmount space (anywhere from 1 to 42U). The Z4238 cabinet also comes with built-in cable management loops that can hold approximately 100 CAT 5 cables. Both the front and rear doors of the unit are reversible and include handle-type locks. Hergo also offers a combination code lock upgrade on the Z4238 cabinet. The door styles available for the Z4238 include solid, fully perforated, tempered glass, split-solid, or split-perforated.

Speranza-Diamond says the Z4238 cabinet enclosure package also comes with casters and is shipped fully assembled and bolted to a skid. In addition to the Z4238 cabinet, Hergo also offers the 12U Mercury Under Desk Enclosure and the 26U Mars Mid-Size Enclosure. P

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PRODUCT OF THE WEEK

HERGO Z LINE WALL MOUNT ENCLOSURE CABINETS

Description: Organize data and equipment at any height without taking up floor space; the cabinets allow for mounting of all equipment that meets EIA 19-inch specifications

Interesting fact: Each cabinet is finished with powder-coat paint, which is corrosion-resistant and environmentally friendly.

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Z LINE ENCLOSURE CABINET SPECS

Model Number	24-14900-006 (shown)	24-14900-002	24-14700-002
Mounting Dimensions	Height 6U (10.5 inches); accommodates equipment up to 15 inches deep	Height 12U (21 inches); accommodates equipment up to 15 inches deep	Height 12U (21 inches); accommodates equipment up to 18 inches deep
Package Includes	Two 6U Mounting Rails 10 screws and cage nuts	Two 12U Mounting Rails 10 screws and cage nuts	Four 12U Mounting Rails 10 screws and cage nuts
Static Weight Capacity	Up to 120 pounds (when evenly distributed)		





Product Releases

Do you have a new product that data center/IT managers would be interested in learning about?

Send your press release or related product information to press@processor.com.



Clients

■ **Honeywell** has released the Dolphin 9900 Mobile Computer. The 9900 includes integrated voice and data communication, GPS abilities, and Adaptus Imaging Technology for scanning barcodes and taking photos. Honeywell says the 9900 is also backward-compatible with the Dolphin 9500, so users migrating to the 9900 can continue using such infrastructure as accessories, batteries, and peripherals for cost savings. The company also says using the 9900 is almost identical to using the 9500; thus, user training and migration efforts are lessened. The 9900 runs on Windows Mobile 6 and uses a 624MHz Intel PXA 270 CPU, 256MB RAM, and 1GB flash memory. Other features include integrated Wi-Fi (802.11b/g), Cisco CCX v4 certification, and GSM/GPRS/WLAN/Bluetooth connectivity.

• • • • •

■ **Red Hat** announced Red Hat Enterprise MRG V1, which includes Red Hat Enterprise Linux real-time enhancements, as well as a multiplatform messaging system. The real-time component of Red Hat Enterprise MRG includes a number of kernel enhancements to provide deterministic performance for time-critical and latency-sensitive applications. IBM WebSphere Real Time on MRG Realtime extends the business benefits of Java to time-critical applications. Additionally, IBM WebSphere MQ LLM (Low Latency Message) delivers high-volume, time-critical performance on Red Hat Enterprise Linux. The availability of multiple messaging solutions for Red Hat Enterprise Linux systems offers customers flexibility and choice. Additionally, the JBoss Enterprise SOA Platform will be adding support for Red Hat Enterprise MRG as a messaging transport in an upcoming release.

• • • • •

■ **Sage Software** announced its new business management solution, Sage Pro ERP 7.5. Sage Pro features modifiable source code (200 edition), a scalable architecture, choice of operating systems (Windows or Linux), and integration with other Sage Software applications and services. Other features include an improved dashboard tool, business productivity tools, and enhancements in the manufacturing process.

• • • • •

■ **Talend** has introduced Talend Open Profiler, which is an open-source data profiler that lets companies evaluate and assess the quality of data and choose which actions must be taken to correct "dirty data" that aggravate customers and cost companies time and money. Talend's Open Profiler features metadata discovery, which identifies the structure of the databases that need to be analyzed; it also includes statistics definition, which defines the statistics and metrics that need to be measured on each data item. Additionally, Open Profiler includes results and graphs to simplify viewing the results and reviewing the level of quality of the data.

Messaging & Telephony

■ **3CX** has announced the newest version of its phone system for Windows, version 6.0. This version features call conferencing with up to 32 participants, Windows Server 2008 support, paging groups of users, support for Vegastream gateways, enhanced SIP interoperability, BLF provisioning, and extended HTTP API. There are four editions available. The free version supports up to eight simultaneous calls, and the commercial versions support up to 32.

• • • • •

■ **InterVations** has announced MailCOPA v.9, a multiuser email program for Windows. MailCOPA ensures that multiple email addresses on multiple computers are stored centrally. MailCOPA's new features include the ability to assign any number of categories to a mail message, past prewritten text of any length, a receipt-received message, creation of custom filters to aid in searching for specific messages, and sharing of subfolders with other users.

• • • • •

■ Better litigation and audit support is the promise of **MessageSolution's** version 5.6 of its Enterprise Email Archive software. Ad-hoc reporting capabilities join features such as tagging, notation of archived material, retention policies, and message classification. Furthermore, Enterprise Email Archive 5.6 is more user-friendly, the company says.

• • • • •

■ **Polycom** has released the latest addition of its SoundPoint IP desktop phone line, SoundPoint IP 670. This application-enabled SIP phone offers HD Voice technology and GigE connectivity. Providing the first color expansion module, SoundPoint IP 670 features a color attendant console solution that increases the call-handling capabilities of the phone and manages incoming calls more efficiently. It supports six lines, shared lines, text messaging, and buddy presence monitoring. The XHTML microbrowser helps users best utilize Web-based applications and integrates with the Polycom Productivity Suite for SoundPoint IP phones.

• • • • •

■ **PostPath** released PostPath Server High Availability Edition v2, a standards-based, open-systems solution for ensuring real-time business continuity and uninterrupted uptime for a company's critical email and collaboration applications at a fraction of the cost and complexity of Microsoft Exchange. PostPath Server High Availability Edition v2 is an email and collaboration server that's a drop-in alternative to Microsoft Exchange and incorporates multiple measures to ensure ongoing service in the event of a failure in the underlying hardware or network systems. It consists of a multiserver bundle with one or more instances of the primary PostPath Server that acts as the mailbox email server(s) during normal operation, plus a redundant server to take over in case of primary server failure.

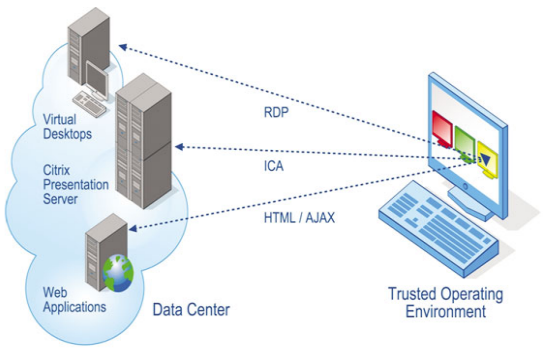
Go to Page 18

Networking & VPN June 13, 2008

Alleviate Endpoint Virtualization Stress

Neocleus' Trusted Edge Provides Simple, Secure Endpoint Solution

As professionals become more mobile, there is an increased need to keep these employees securely in touch with company resources. But maintaining a virtual connection that is both secure and reliable can be difficult—especially because organizations cannot control the security of an endpoint operated by a customer or employee.



For this reason, Neocleus has launched Trusted Edge, which is designed to provide organizations with a program that connects customers and employees to corporate resources from anywhere in the world, regardless of the state of security. Trusted Edge will address issues that arise when managing and safely deploying applications, data, and services.

Trusted Edge implements a new Type 1, bare-metal hypervisor and a separate virtual trusted environment outside of Windows provided by new security plan and IT management framework. When putting Trusted Edge into operation, desktops will not need to be rebuilt, decreasing end-user downtime and costs. Trusted Edge can run other Windows-based applications upon customer demand and supports RDP, Citrix ICA, and Web interfaces. Authentication and configuration controls offer an easily managed virtual endpoint environment, creating a win-win situation for both IT personnel and users.

Trusted Edge not only provides customers and employees with the flexibility of accessing company resources from anywhere, it also has continuously operating real-time remote confirmation of virtualized environment reliability.

Neocleus Trusted Edge

Base-level user licenses start at $150 per user

Helps IT personnel, customers, and employees manage issues with endpoint virtualization

(201) 309-3042

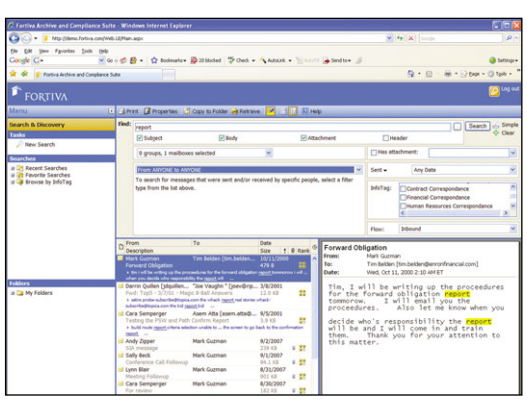
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Virtualizing Endpoints

Messaging & Telephony June 13, 2008

On-Demand Email Archiving

Fortiva Offers An All-Inclusive Email Archiving Solution



The Fortiva Archiving Suite allows you to easily search all archived messages, including attachments, right from Outlook or any web browser

The majority of a company's business-critical data is stored in email; data that can impact revenue, business decisions, corporate reputations, and end-user productivity. With all this at stake, businesses need to ensure that email is securely stored and easily accessed.

Fortiva Archiving Suite gives businesses a secure way to store and access an unlimited amount of historical email in real time without overloading the Exchange server. Fortiva also offers full preparation for legal discovery and provides easy compliance with regulatory rules. The policy-driven system also ensures consistent retention.

Fortiva Archiving Suite automatically captures and indexes all internal and external communications for redundant storage offsite. Users can easily access data within Outlook or a Web browser with guaranteed search performance, resulting in less need to store historical data within the mail server. Fortiva also guarantees data privacy through its DoubleBlind Encryption technology.

As a SaaS solution, Fortiva can be up and running in days, with no up-front capital costs and minimal planning. Fortiva takes care of everything from storage to security, so the archive can be easily managed by existing messaging staff.

Fortiva Archiving Suite

Starts at $1.01 per user, per month for 1,000 users

Email archiving system that lets companies manage their storage, comply with federal regulations, and meet eDiscovery requests

(866) 366-3668

www.fortiva.com

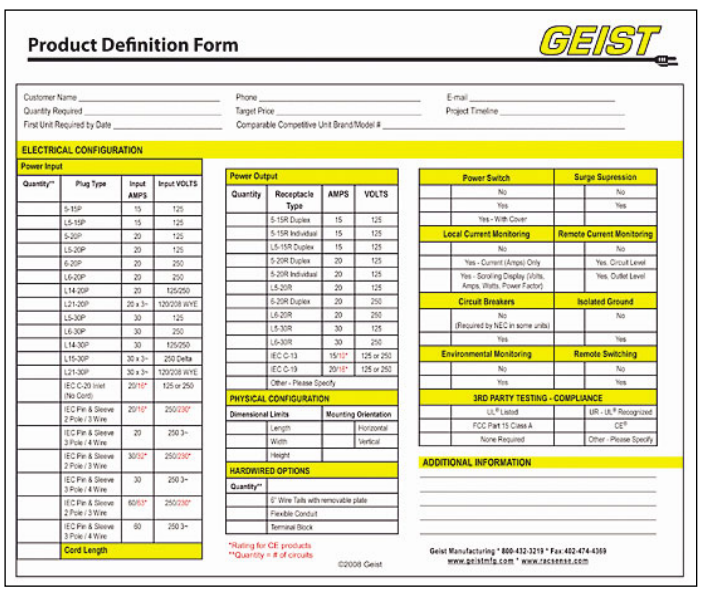
FORTIVA
We Take Care. You Take Control.

PHYSICAL INFRASTRUCTURE

JUNE 13, 2008

Customized Power & Monitoring

Geist Goes Where Others Fear To Tread


Product Definition Form

GEIST

Customer Name _____ Phone _____ E-mail _____
Quantity Required _____ Target Price _____ Project Timeline _____
First Unit Required by Date _____ Comparable Competitive Unit Brand/Model # _____

ELECTRICAL CONFIGURATION

Power Input

Quantity**	Plug Type	Input AMPS	Input VOLTS
	5-15P	15	125
	L5-15P	15	125
	5-20P	20	125
	L5-20P	20	125
	6-20P	20	250
	L6-20P	20	250
	L14-20P	20	125/250
	L21-20P	20 x 3~	120/208 WYE
	L5-30P	30	125
	L6-30P	30	250
	L14-30P	30	125/250
	L15-30P	30 x 3~	250 Delta
	L21-30P	30 x 3~	120/208 WYE
	IEC C-29 Inlet (No Cord)	20/16*	125 or 250
	IEC Pin & Sleeve 2 Pole / 3 Wire	20/16*	250/230*
	IEC Pin & Sleeve 3 Pole / 4 Wire	20	250 3~
	IEC Pin & Sleeve 2 Pole / 3 Wire	30/32*	250/230*
	IEC Pin & Sleeve 3 Pole / 4 Wire	30	250 3~
	IEC Pin & Sleeve 2 Pole / 3 Wire	60/63*	250/230*
	IEC Pin & Sleeve 3 Pole / 4 Wire	60	250 3~
	Cord Length		

Power Output

Quantity	Receptacle Type	AMPS	VOLTS
	5-15R Duplex	15	125
	5-15R Individual	15	125
	L5-15R Duplex	15	125
	5-20R Duplex	20	125
	5-20R Individual	20	125
	L5-20R	20	125
	6-20R Duplex	20	250
	L6-20R	20	250
	L5-30R	30	125
	L6-30R	30	250
	IEC C-13	15/10*	125 or 250
	IEC C-19	20/16*	125 or 250
	Other - Please Specify		

PHYSICAL CONFIGURATION

Dimensional Limits		Mounting Orientation	
	Length		Horizontal
	Width		Vertical
	Height		

HARDWIRED OPTIONS

Quantity**	
	6' Wire Tails with removable plate
	Flexible Conduit
	Terminal Block

Power Switch		Surge Supression	
	No		No
	Yes		Yes
	Yes - With Cover		

Local Current Monitoring		Remote Current Monitoring	
	No		No
	Yes - Current (Amps) Only		Yes, Circuit Level
	Yes - Scrolling Display (Volts, Amps, Watts, Power Factor)		Yes, Outlet Level

Circuit Breakers		Isolated Ground	
	No (Required by NEC in some units)		No
	Yes		Yes

Environmental Monitoring		Remote Switching	
	No		No
	Yes		Yes

3RD PARTY TESTING - COMPLIANCE			
	UL® Listed		UR - UL® Recognized
	FCC Part 15 Class A		CE®
	None Required		Other - Please Specify

ADDITIONAL INFORMATION

*Rating for CE products
**Quantity = # of circuits

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www.geistmfg.com * www.racsense.com

Geist Manufacturing's Product Definition Form lets you customize product configurations and other options.

WHEN YOU THINK OF customized power and monitoring products, what comes to mind? Difficulty in product definition? Numerous engineering delays? Long lead times? Outrageous prices? Don't throw in the towel. Geist makes customization convenient.

Customization is part of our standard way of doing business. Geist has built itself around the ability to serve customers, even when they want something out of the ordinary. Whether you need custom chassis dimensions, particular software programming, specific wiring configurations, or uncommon components, it's not a problem. Where other companies turn away from customization, a substantial portion of Geist's business is custom orders.

Unlimited Options

Geist offers more than 1,000 model numbers made up of numerous product configurations and options. The Product Wizard at www.geistmfg.com can help identify the model that meets your spec. However, if a standard unit does not fit your application, don't settle.

Geist specializes in 15- to 120-amp PDUs, including single-phase, three-phase, IEC, and NEMA configurations. Your plug type choices include straight-blade, twist-lock, California style, or a pin-and-sleeve connector. You may also design your device to incorporate environmental, current, circuit and outlet level monitoring with local and/or remote display options. From multiple circuits and cord length to receptacle type and quantity, Geist puts your needs first.

The Customization Process

Calls to Geist are answered by a live person. Without delay, you are directed to your personal customer service representative, and the person you speak to today is the same person that you will work with every time you call. Your CSR will walk you through our Product Definition Form and submit your configuration for quote. Typically you will receive your custom project quote from Geist before other competitors can even agree on the product definition.

Design for success. Geist's in-house engineering department includes a group of mechanical, electrical, board layout, and software specialists whose sole responsibility is to design custom products. From concept to prototype delivery, this team reduces your custom development time from months to weeks.

Custom is just part of the regular flow. Whether the project is standard or custom, all Geist products are built to order and made in the United States. Versatile work centers and highly trained personnel give manufacturing the ability to react immediately to any customization project, without affecting the regular production routine. Geist utilizes lean manufacturing to evolve from a mind set of mass production to one of mass customization.

Quality assured. Geist uses a one-piece flow and in-process quality inspection to guarantee that every unit is examined for functionality and visual defects prior to packaging. Whether building a standard or custom product, this superior level of quality and reliability comes with every unit we make.

Geist operates a state-of-the-art testing lab, supervised by an in-house conformance engineer. By having this facility within Geist, we are able to quickly ensure regulatory compliance for all of our products, including customized ones.

Continuous improvement. In the third quarter of 2008, Geist will launch its metal works division. This new operation includes fabricating and powder coating equipment, enabling Geist to streamline chassis production as an internal function. The new metal works capabilities will further enhance Geist's rapid production response by minimizing restrictions due to suppliers' schedules.

Geist has established a 60-year reputation for providing personalized customer service, hassle-free product design, and fast-turn production for power and monitoring solutions.

Geist Power Management Products

Specializes in 15- to 120-amp PDUs and other power-related products that can be customized to fit your specific needs

(800) 432-3219

www.geistmfg.com

GEIST

Product Releases

Continued from Page 17

NETWORKING & VPN

■ New blocking controls from **8e6** allow filtering of Internet access to nonbrowser applications. Bandwidth abuse isn't limited to Web browsing anymore, as online games, streaming media, and remote access utilities can become headaches for network administrators. The new controls allow organizations to enforce policies regarding bandwidth management and productivity loss to these popular categories of apps.

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■ **Bomgar** announced its remote support platform, Bomgar 10.1, to help virtualize company individuals involved in IT support. Bomgar 10.1 features a software development kit, which helps decrease the time it takes to integrate Bomgar into existing systems; Macintosh Client to aid in platform flexibility; and an administrative platform that provides visibility to the entire support organization. Bomgar 10.1 is designed specifically to run on Bomgar Box.

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■ **Cisco** introduced several products and professional services designed to improve virtual data center efficiency. The Cisco WAAS (Wide Area Application Services) software release 4.1 delivers virtualized application hosting services, improved application acceleration, and video delivery for the branch offices. The Cisco ACE (Application Control Engine) software release 3.1 for the ACE 4710 application switch provides users with up to 4Gbps of throughput and up to 2Gbps of compression capability for virtualized platforms. The Cisco VFrame Data Center software release 1.2 lets users deploy end-to-end infrastructure provisioning with Cisco ACE and VMware ESX. The Cisco Data Center 3.0 professional programs and services also improve customers' data center deployments.

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■ New from **Embotics** is V-Commander 2.0, which aims to take the complexity out of virtualization management and prevent server sprawl. V-Commander 2.0 supplies better reporting capabilities and automatic VM identification tagging. Also new are group-based policy options, some of which appear in context of the life cycle stage of a virtual machine.

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■ **Endeavors Technologies** has announced a free, fully functional version of its streaming and virtualization software, Application Jukebox Lite. Lite is limited to use on a single server and offers features such as fully configurable virtualization that allows administrators to publish applications in a fully isolated or fully integrated mode. Other features include kiosk mode, portals, and usage-metering features of Application Jukebox SaaS Edition that support a pay-as-you-go model for application rental.

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■ **Integrien** has unveiled its Health Check service. This service is intended to give organizations insight into the operation of mission-critical applications and services to find the cause of chronic IT performance problems. Integrien uses its Alive program to give organizations a better perspective on the infrastructure problems that affect user experience and influence business performance. Sixty to 90 days' worth of historical monitoring data is analyzed by an Integrien application performance consultant using Alive to decide on normal application behavior. Then, data resulting from issues that arose during that time frame is analyzed against the recognized normal behavior to find the root cause behaviors that led to performance problems.

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■ **NetQoS** announced its NetQoS Managed Services to assist customers with network and application performance challenges. NetQoS Managed Services is designed to help customers maintain high service levels and maximize ROI when dealing with data center consolidation, virtualization, WAN optimization, and VOIP management. NetQoS Professional Services experts deliver NetQoS Managed Services using the best practices and operational methodologies. The experts can help customers interpret network performance metrics and anomalies, customize reporting packages, analyze application traffic, and integrate network capabilities with help desk workflows.

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■ **Netuitive** announced capabilities for its Netuitive Service Analyzer, a self-learning correlation software for managing performance of enterprise applications across mixed physical and virtual environments. Netuitive's Real-Time Analysis Engine provides the underlying technology for Netuitive SI and Netuitive Service Analyzer. The software is completely self-learning and continuously adaptive to perform sophisticated statistical trends analysis and multivariable correlation. The results help automatically determine normal system behavior, measure and forecast deviations from the norm, and interpret symptoms for proper alerting and diagnosis. When the software detects or forecasts behavior outside that range, Trusted Alarms are issued to alert users of impending performance problems.

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■ **OPNET** has announced the release of NetMapper, a product module for creating content-rich network diagrams in Microsoft Visio. Through up-to-date network diagramming, NetMapper can produce configuration data, routers, switches, and firewalls. Users are able to access multiple network views including VPNs, VLANs, and protocols. According to Alain Cohen, OPNET president and chief technology officer, "NetMapper eliminates the burdensome manual effort associated with producing network diagrams, providing more accurate, complete, and timely information so users can diagnose network issues more rapidly, plan for change more effectively, and operate more productively. Only NetMapper can offer such powerful capabilities because OPNET solutions are unique in their 'semantic' approach to analyzing the network, meaning that network configuration data is interpreted using expert knowledge to create the data model."

Also, OPNET Technologies has joined with **Riverbed Technology** to combine Riverbed Steelhead appliances and OPNET's ACE program. This combination of application performance management products is designed to give users a comprehensive solution for better visibility into applications accelerated by Riverbed. The intent of this combination is to give customers the ability to effectively optimize network performance by identifying problem areas for applications, measuring end-to-end application delivery, and bettering troubleshooting and problem resolution.

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■ **Parallels**, along with **Quest Software**, introduced the Virtual Desktop Infrastructure bundle. This end-to-end stack centralizes Windows desktop deployment and management. Parallels uses Virtuozzo Containers to execute multiple workloads in isolated virtual environments. These containers are installed on top of the OS and, therefore, rely on the resources of the OS rather than using their own. Quest Software's Provision Networks Virtual

Product Releases

Access Suite provides multiplatform integration including automated provisioning, sysprep editing, Active Directory integration, power management, application streaming, brokering, and scheduling task execution for on-the-fly, single-click service.

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■ **Sun Microsystems** has announced Sun Identity Manager 8.0, provisioning software with data export and attestation capabilities. Integrated with Sun Role Manager, Sun Identity Manager provides role-based user provisioning which facilitates using business roles for both identity life cycle management and auditing across various environments. Other features of the application include the ability to export data and events to external entities for further analysis, comprehensive attestation to create an end-to-end access certification solution, and better integration of business roles.

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■ Symantec Endpoint Management Suite, an application designed to deliver next-generation integrated best-of-breed systems management, endpoint security, and backup and recovery is available from **Symantec**. Built on the Web-based Symantec Open Collaborative Architecture, Symantec Endpoint Management Suite consists of Symantec Endpoint Protection 11.0, Altiris Client Management Suite 6, and Backup Exec System Recovery 8 Desktop Edition. The application is designed to streamline data sharing and IT automation. Features of Symantec Endpoint Management Suite include streamlined automation of endpoint life cycle management tasks, protection against security threats, and swift recovery of critical files and complete systems.

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■ **TEKLYNX International** introduced BACKTRACK 6.0, the latest version of the company's comprehensive asset and inventory tracking software system. This version adds several capabilities, including Windows Vista support and improved database conversions. Other enhancements include check-out preauthorization, the ability to store label files in user-defined directories, and the ability to choose an existing mapped network drive for network installation. BACKTRACK supports Microsoft Visual FoxPro, Microsoft SQL Server 2000, SQL Server 2005, SQL Express 2005, and Microsoft Access databases. BACKTRACK continues to support legacy DOS-based PDTs (portable data terminals) and adds support for Windows Mobile-based devices from Compsee, Denso, Opticon, Symbol, and others. BACKTRACK supports all TEKLYNX label design programs.

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■ **Uplogix** announced the release of the Uplogix 430, a compact, fixed 4-port version of the Uplogix SRM (secure remote management) appliance designed for large enterprises needing to cost-effectively manage a handful of devices at multiple remote locations with limited or no local IT support. The Uplogix 430 provides a comprehensive integrated platform that eliminates the dependency on a combination of more expensive point solutions. The appliance is powered by the Uplogix RMOS (Remote Management Operating System) software platform, which directs Uplogix SRM appliances to remotely automate hundreds of routine system maintenance, configuration, fault diagnosis, and recovery operations. With its compact design and low power consumption, the Uplogix 430 is well-suited for deployments having physical space limitations or nonracked environments. With integrated functionality for access, control, and enforcement, the Uplogix 430 can automate as much as 70% of routine network maintenance functions and autonomously address the majority of issues that cause network-related outages.

Physical Infrastructure

■ **Minicom Advanced Systems** launched the KVM.net II, a centralized remote access system. The KVM.net II lets IT administrators remotely access all distributed IT assets from one IP address, including KVM, serial, power, and network devices. KVM.net II includes Access Services, a feature that supports such remote access technologies as KVM, Serial, RDP, VNC, SSH, Telnet, VMware, HP ILO, and Web services. Additionally, KVM.net II's user interface has been designed such that IT department workers can learn the entire system in a day.

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■ **Pelican** has released the 1510 Laptop Overnight Case for on-the-road laptop protection. Its detachable neoprene sleeve allows for quick TSA security checks during air travel. The case also features a detachable pouch for cords or toiletries; the main compartment includes a cloth-lined storage unit big enough for personal clothing items. Other features include stainless steel ball bearing, polyurethane wheels, an extension handle, double-throw latches, and padlock protectors. The 1510 cell-core construction is designed to protect sensitive equipment no matter where you need to haul your laptop.

Security

■ **Absolute Software** has released Computrace LoJack for Laptops in Premium and Student Editions. Aimed at combating computer and identify theft, the releases also expand the company's consumer product line by including identity protection via remote data deletion abilities. The company is also including a Service Guarantee of up to $1,000. The Computrace LoJack for Laptops line is based on the same technology that Absolute offers corporate customers; Absolute backs each edition with the company's Theft Recovery Team, which offers more than 650 years of combined law enforcement experience and relationships with more than 1,000 police departments in North America. The remote data deletion feature, meanwhile, erases sensitive files using an algorithm meeting U.S. Department of Defense standards.

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■ **ArcSight** has released IdentityView, which brings the user- and role-management tasks of IdM (identity management) products together with the extensive activity monitoring and correlation roles of SIEM (security information and event management) products. Designed to operate with identity and access management systems from an assortment of vendors, IdentityView intends to give IdM customers a clearer understanding of who is on the network, what data they are seeing, and what they are doing with that data. IdentityView includes reports and dashboards, such as activity-based role modeling, comprehensive activity reporting, automatic watch lists, separation-of-duty tracking, application usage tracking, and role tracking.

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■ In collaboration with **NetApp**, **Brocade** plans to develop simpler and more extensive encryption capabilities for the data center. Brocade will resell NetApp's Lifetime Key Management appliance and will integrate its own fabric-based encryption into NetApp's Lifetime Key Management system. Brocade also is using NetApp's OpenKey API to work on a fast

Go to Page 20

Instantly Search Terabytes of Text



- dozens of indexed, unindexed, fielded data and full-text search options (including Unicode support for hundreds of international languages)
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- dtSearch "searches at blazing speeds" – *Computer Reseller News Test Center*

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Product Releases

Continued from Page 19

encryption and compression technology compatible with NetApp's key management framework.

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■ **Cloudmark** released its Cloudmark ActiveFilter product, which delivers spam filtering for mail stores. Cloudmark ActiveFilter catches spam that makes it through initial content filtering to keep the mail store completely free of spam. ActiveFilter can improve filtering accuracy to above 99%. Additionally, Cloudmark updates its list of known threats every 30 seconds to ensure spam never makes it into an organization's message system. Cloudmark ActiveFilter will be available in Q3 as an add-on feature to the Cloudmark Gateway edge MTA.

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■ **Courion** launched the latest iteration of its Courion Enterprise Provisioning Suite, which is an identity and access management solution designed for small, medium-sized, and large enterprises. Courion Enterprise Provisioning Suite 7.80 now supports multitier architecture to handle larger databases, higher volume of target systems, and extended deployment options. The new version also separates business rules from data access connectors for more effective handling of dynamic heterogeneous IT environments. Other enhancements include improved availability; a more user-friendly interface; and support for Windows Management Instrumentation, HP OpenView, and IBM Tivoli.

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■ **Global Technology Associates** released GB-OS 5.1, an operating system that provides support for GTA's software firewall, the GB-Ware. GB-OS 5.1 also has upgrades for GTA Firewall UTM (Unified Threat Management) appliance-based systems. GB-Ware Software UTM Firewall can be installed on VM (virtual machine) platforms such as VMware and XenServer, while retaining the UTM functions found on standard GB-Ware installations. GTA's appliance-based UTM firewall includes advanced features such as new routing functions, authentication methodologies, and URL filtering. GTA GB-OS 5.1 is available for download to current customers of GTA firewall products or existing GTA customers with a GTA support contract.

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■ **Intellitactics** has introduced a package that combines ISM (Intellitactics Security Manager) and Security Monitors. This package is designed to provide organizations with identity-based, real-time detection of both external threats and unauthorized access and behavior based on user identity. With this integration, organizations can guard the enterprise and comply with regulatory standards by simplifying their ability to observe access to sensitive, proprietary, and classified systems and behavioral risks. Using existing infrastructures, this package finds and manages access and behavior widely across all networked systems.

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■ **Motorola** announced the ability to wirelessly configure and manage its Multi-Net Mobility end-to-end data encryption solution. Multi-Net Mobility provides encryption for text, image, and video applications across different public and private networks, including Motorola's MOTO-MESH, ASTRO 25 Integrated Voice and Data, ASTRO 25 High Performance Data, or other wireless networks. Multi-Net Mobility allows users to roam through different wireless networks while optimizing the performance of their mobile devices. With remote configuration, users can now update their devices at their convenience.

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■ **RSA's** Identity Verification is available in a new version. The knowledge-based authentication system mitigates the risk of fraud by verifying customer identity. In addition to current address verification, the new system is also smarter about the questions it asks and the patterns of suspicious behavior that trigger automatic monitoring. Users also will have new reports from which to choose.

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■ SonicWALL Email Security 6.2, an email security application designed to distinguish between a legitimate NDR (Non-Delivery Report) message and an NDR spam message, is available from **SonicWALL**. The spam is filtered by the BATV (Bounce Address Tag Validation) specification. The implementation of BATV is designed to be seamless, as it enables monitoring of both inbound and outbound email on the same system. Other features of SonicWALL Email Security 6.2 include enhanced language detection abilities, performance monitoring, and simplified licensing so users can choose the best subscription for their system.

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■ **Sybase iAnywhere's** Afaria, a management and security tool, will soon be enhanced with features including antivirus and firewall technology. The upgrades are designed to fight the growing problem of malware, viruses, hackers, and spam targeted at handheld devices. By adding to Afaria's pre-existing device authentication and encryption technology, the upgraded tool is designed to protect against hackers and theft, as well as provide virus and data compromise protection for Windows Mobile, Symbian, and BlackBerry mobile devices.

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■ **Symantec** has announced an updated version of Vontu Data Loss Prevention, which features enhanced management and support of native SQL database scanning. Vontu Data Loss Prevention is designed to prevent the loss of sensitive corporate information and enable businesses to find and protect confidential data. The application features native support for SQL databases such as Oracle, SQLServer, and DB2 that can be controlled from the Vontu Enforce Platform. Features of the database scanning technology include the ability to manage scheduling, throttling, and filtering of SLQ database scans.

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■ **Trend Micro** launched Trend Micro Email Encryption Client 5.0 and email encryption for IMHS (InterScan Messaging Hosted Security). The solution enables businesses to encrypt email communication to any valid email address without recipient preregistration or the need for certificate management, making it easy for the intended recipient to open the encrypted email. Based on the technology acquired with the purchase of Identum, Trend Micro's initial email encryption solution is integrated with IMHS, providing automated, policy-based encryption for emails filtered through Trend Micro's hosted email security. Trend Micro also offers Trend Micro Email

SECURITY JUNE 6, 2008

A Secure Virtual Data Container



QuickVault's JumpVault Gives Mobile Devices Powerful Security Features

MOBILE DEVICES are becoming more ubiquitous every day. However, what they gain in convenience they can lose in security. It's common to misplace a mobile device. In either loss or theft, data should be both protected from possible breaches and also able to be disabled remotely.

QuickVault's JumpVault turns nearly any mobile device into a secure, virtual container of information. Size doesn't matter; JumpVault can secure a device with any size internal flash memory. As an added security bonus, the virtual container can be disabled remotely so that the stored data is effectively locked down from any potential breach. Essentially, JumpVault is designed to extend the controlled and secure IT environment to the mobile user.

JumpVault virtual containers are password-protected with built-in 256-bit encryption, remote authentication of devices and users, and meta data logging to keep track of any data movement. When configuring the virtual container, users can include or exclude any files or folders. Supported operating systems include WinXP and Vista, Mac OSes, and Linux. Users can also schedule daily, weekly, or monthly backups and set backup rules. Setup is designed for ease of use and includes drag-and-drop capabilities. JumpVault also automatically compresses files.

QuickVault's servers facilitate a number of functions of JumpVault, including meta data logging and remote data transfer. JumpVault is preconfigured to authenticate with QuickVault's servers, so connection is both simple and secure.

QuickVault JumpVault

Basic Edition: $34.99; Professional Edition: $129.99; 12-month subscription to Remote Security: $60

Provides multilayered security for mobile devices

(404) 735-4443 (volume sales only)

www.jumpvault.com

NETWORKING & VPN JUNE 6, 2008

Ethernet Converter

Transition Networks GFEB Series Provides Easy Integration

AS A COMPANY GROWS, the need for flexibility and functionality increases, and so does the need for products that will accompany the growth and change. In the past, some Ethernet converters haven't had enough ports or haven't been cost-effective. Transition Networks has set out to solve this problem with the new GFEB series of 10/100/1000 Ethernet converters.



GFEB series products provide an easy way for companies to integrate legacy 10/100 UTP devices into a Gigabit Ethernet fiber network. Also, network administrators have new enhanced features that increase functionality and network management capabilities.

The new GFEB-120 series of 10/100/1000Base-T to 1000Base-X Ethernet copper-to-fiber media converters replaces Transition's GFEB-100 series of media converters. With the new product line, customers benefit from new features such as bandwidth allocation, virtual cable test on UTP port, IEEE 802.1q VLAN tagging and double tagging (Q in Q), IEEE 802.1P QoS, IPv4 Tos/DiffServ, IPv6 traffic class, port-based VLAN to allow unidirectional transmission, RMON counters for each port, Digital Diagnostic Monitoring interface, and the ability to remotely update firmware.

These new converters are fully compatible with the previous models and also include those features found on the GFEB-100 series, including AutoCross, AutoNegotiation (both UTP and fiber ports), Link Pass Through, Pause, Automatic Link Restoration, and switch-selectable speeds.

Transition GFEB Ethernet Converter

Provides an easy way to integrate legacy 10/100 UTP devices into a Gigabit Ethernet fiber network

(800) 526-9267

www.transition.com

Product Releases

Encryption Client 5.0 plug-in software, which supports popular email clients and enables encryption from sending desktop to receiving desktop. These hosted and client encryption solutions can be combined to provide an overall encryption solution, including perimeter, policy-based encryption to automate the encryption of particular types of content and user-designated, client-based encryption to protect content in specific emails. Trend Micro Email Encryption for InterScan Messaging Hosted Security is scheduled to be available in the third quarter.

Servers

■ **Hitachi's** Server Systems Group has announced it has upgraded the BladeSymphony server line based on the latest enhancements to Intel processors. Hitachi says the upgrades make the BladeSymphony 1000, which uses Hitachi's Virtage embedded virtualization technology, the highest-performing Itanium blade server available. The company has also upgraded its BladeSymphony 320 server line. The 320 simplifies edge-tier and application-tier consolidation. Upgraded models within the BladeSymphony 1000 line include versions running dual-core Intel Itanium 9100, dual-core Xeon 5200, and quad-core Xeon 5400 processors. Versions within the 320 line now support Xeon 5200 and Xeon 5400 series processors.

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■ **HP** announced the BladeSystem for Oracle Optimized Warehouse, a preconfigured, appliance-like solution that allows organizations to invest more money into new innovations rather than maintenance. BladeSystem for Oracle saves customers up to 65% on energy costs while working at 2.5 times the performance level working as an essential data warehouse infrastructure: BladeSystem computes, stores, interconnects, and manages data. BladeSystem requires little configuration to systems where Oracle has been preinstalled.

Storage

■ **Dell** announced its latest infrastructure consulting services aimed at organizations looking to improve their storage management, data protection, disaster recovery, and backup processes. Organizations of all sizes can take advantage of Dell's services to implement a tiered-storage infrastructure; improve backup and recovery infrastructure; and plan, design, and deploy data disaster recovery solutions. Dell also offers managed backup, remote backup monitoring, and remote backup reporting services.

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■ **HP** introduced a disk-based backup system that offers data deduplication technology to increase disk use by as much as 50 times. By eliminating redundant data found on disks, customers are able to utilize more of each disk, thereby eliminating the needs of floor space and space requirements and lower energy consumption. The HP StorageWorks D2D Backup System (D2D) provides disk deduplication services to small to medium-sized enterprises, while the HP StorageWorks VLS (Virtual Library Systems) is geared toward enterprise-sized businesses. HP StorageWorks D2D starts at $6,499, while pricing for the StorageWorks VLS is based on physical capacity.

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■ **iStor Networks** released the iS512-10G, a 10Gb model of the iS512 integraStor storage system. The scalable iSCSI storage array is optimized for small and medium-sized enterprises. The iS512-10G provides native 10Gbps architecture support for full duplex wire-speed data rates in excess of 1,100MBps. iStor's 1GbE and 10GbE solutions share the same unified architecture and software, so the transition from 1GbE to 10GbE with iStor eliminates technical risks of upgrading storage and provides the additional benefit of protecting your original investment. The iS512-10G is designed to benefit customers as they migrate to server virtualization to solve performance, power, and floor space issues.

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■ **PlateSpin** has announced the release of PowerConvert Version 7.0, a backup and recovery solution for multiplatform support. To help servers protect workloads on physical and virtual environments, PowerConvert uses image-based disaster recovery and migration speed enhancements to support large-scale procedures. PlateSpin's latest version now offers wide support of SUSE Linux Enterprise, Red Hat Enterprise Linux, 64-bit Microsoft Windows Server-based workloads, and Citrix XenServer environments. Additionally, PowerConvert provides P2P (physical-to-physical) and V2P (virtual-to-physical) migration capabilities and enables accelerated data center server consolidation. Flexible imaging import and export create a readily accessible image-based repository for total backup and recovery.

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■ **Tangent** unveiled DataCove 8000L, an enterprise-class email archival appliance based on the DataCove OS 4.0. DataCove allows organizations of all sizes to index, archive, and instantly retrieve ESI (electronically stored information) in compliance with changes to FRCP (Federal Rules of Civil Procedure) and state civil rules for e-discovery. New features include SAS, RAID 5 and 6, quad-core Xeon processors, AIT Tape Library, unalterable archival, 256-bit AES encryption, indexing, deduplication, and Web-based menus. Other features include advanced search options; clustering, alphabetized, and paginated search results; and advanced compression of emails on RAID and WORM media. DataCove integrates with all email systems, including Microsoft Exchange, Lotus Notes, Novell Groupwise, and SendMail.

• • • • •

■ **WD** announced new WD RE3 SATA hard drives, the company's latest generation of RE family drives. WD's third-generation, high-capacity enterprise SATA hard drives enhance vibration and shock tolerance and deploy new electronics to increase performance approximately 20% and by as much 60% in high-vibration environments. WD RE3 drives feature 1.2 million hours MTBF (mean time between failure), NCQ (native command queuing), TLER (time limited error recovery), and an extensive and enhanced testing process. Features of the WD RE3 line include a dual processor, RAFF technology, IntelliSeek technology, a multi-axis shock sensor, NoTouch ramp load technology, and third-generation dynamic fly height. The line also has RAID-specific TLER (Time-Limited Error Recovery) to prevent drive fallout caused by extended hard drive error-recovery processes.

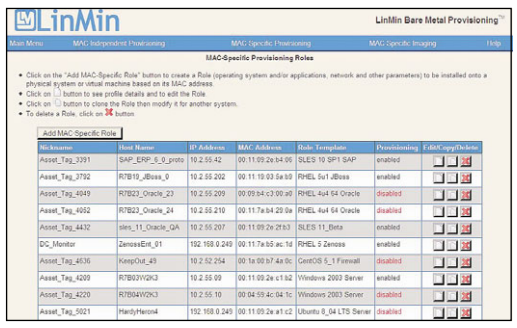


NETWORKING & VPN

JUNE 6, 2008

Remotely Deploy Linux & Windows Systems

LinMin Bare Metal Provisioning Makes It Easy



LinMin Bare Metal Provisioning 5.1 lets you perform remote, unattended installs of several OSes.

LINMIN BARE METAL PROVISIONING 5.1 simplifies the unattended deployment of systems and virtual machines on new platforms and adds "green" features and innovative provisioning business rules.

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Install LBMP, upload your Linux and Windows DVDs and CDs, and create system roles such as Novell SLES 10 with SAP or Microsoft Windows Server.

With Fire And Forget Provisioning, you assign system roles to systems with unique network settings, host name, and passwords. Specify the provisioning rule such as Always, Never, Boot To HD (to avoid accidental repurposing), or Provision Only At Next Network Boot, Then Boot To HD (to prepare systems and provision them during the next network boot).

On The Fly Provisioning lets you select the system role from the client's UI or assign a default role for all unknown PXE boot requests.

LBMP also captures and restores entire disk images to help with disaster recovery and to reduce energy consumption by parking power-hungry systems unless needed. Once provisioned by LinMin, systems are turned over to your systems management infrastructure.

LinMin Bare Metal Provisioning 5.1

Starts at $250 or $100/year for 10 systems

Reduces time and cost to deploy or repurpose Linux and Windows servers, blades, and virtual machines

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STORAGE

JUNE 6, 2008

Agentless Information Recovery Management

Televaulting 8.0 Provides A Next-Generation Platform For Information Recovery

IT PERSONNEL certainly have their hands full with the escalating amount of information stored on networks, server consolidation, compliance, security, and disaster recovery issues always looming. Legacy backup and recovery technologies don't always have what it takes to ensure organizations can map IT processes, reduce IT costs, retain data long-term, and maintain business continuity. So, organizations are turning to agentless information recovery management platforms, such as Televaulting 8.0 from Asigra.

In addition to providing agentless information recovery management, Televaulting 8.0 offers backup and recovery of VMware ESXi, and its intelligent archiving feature provides policy-based backup life cycle management and long-term data retention, while cutting the costs of hardware storage. The multidirectional data center replication supplants storage-storage replication and supports one-to-one, many-to-one, and many-to-many replications. Organizations will have room to grow in both capacity and performance with DS-Client grid-based scalability. Also, Televaulting 8.0 supports SAP, SharePoint, Oracle, Microsoft SQL, DB2, Exchange, Lotus Notes, GroupWise, and others.

With Televaulting 8.0, IT outsourcers and organizations get integrated information recovery management from the data center to the remote office, along with potential solutions for performance loss, manual deployment, burdensome software and information management, limited cross-platform interoperability, and security problems. The nonintrusive platform behaves as a data recovery services "blade" in the outsourcer's, providing capital and operational cost reductions and allowing for the removal of software agents that have damaging impacts. As the only 64-bit agentless information recovery management platform, Televaulting 8.0 offers a centralized approach to agent-based patchwork solutions.

Asigra Televaulting 8.0

Starts at $14,000

Provides data protection and recovery from the data center to the remote office

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SERVICES

JUNE 6, 2008

Protect Your Data & The Planet

Kroll Ontrack Offers IT Media Disposal Programs

PROPERLY DISPOSING OF and recycling hardware is an important component in protecting the environment. Especially when dealing with hardware that contains sensitive data, it can be unclear how individuals and organizations should dispose of and recycle materials in the way that protects the data and is environmentally friendly.

Kroll Ontrack recognizes the importance of implementing green initiatives, so it wants to lend a hand to individuals and organizations that would like to find more ways to reduce their environmental impact. The services the company offers protect both vital data and the environment—a win-win situation.

Kroll Ontrack is offering media erasing services to help individuals and organizations discard end-of-lifecycle hard drives. Ontrack Eraser software uses overwriting methods to permanently remove data. Ontrack Eraser services, which Kroll Ontrack specialists perform, provide comprehensive removal of data. Kroll Ontrack specialists use a degausser, a hardware tool that wipes out data using magnetic fields.

The services dispose of certain media by disassembling the good parts for reuse before discarding the storage media. Kroll Ontrack's recycling vendor takes the other parts of the hard drives and storage devices and divides the leftover material into groups, such as metals, circuit boards, copper wiring, and aluminum. These materials are then recycled and reused for other products. Even the components left over are not dumped into landfills or incinerators. Instead, a combination of physical and mechanical demanufacturing methods are used to split up harmful materials from recyclable parts.

Kroll Ontrack Media Disposal Program

Media disposal program protects sensitive data and the environment

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www.ontrackdatarecovery.com

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NETWORKING & VPN

JUNE 6, 2008

Keeping Track Of Names, Not Numbers

eTelemetry's Locate 4.1 Gives Administrators Name-Based IP Address Tracking Capabilities

IT CAN BE DIFFICULT to track users on a network when their only identifying mark is an IP address. Locate 4.1, eTelemetry's network appliance for IP mapping, makes it significantly easier by attaching people's names to IP addresses, MAC addresses, and switch ports.



The appliance makes it easier and faster to locate devices, users, and connections and helps administrators react more proactively to network threats.

Keeping track of ports and addresses by name enables network forensic tracking to account for employee network activity. With configurable reports, administrators can detect rogue Wi-Fi networks so they can react in a timely manner.

Locate lets administrators acquire email, instant messaging, and switch port information from unauthorized users and quickly identify and shut them down. An additional feature named Instant Assist can be leveraged by help desk staff to locate a user's network by name and, with a one-click connection, implement Remote Desktop and Remote Assist.

With Locate 4.1, visibility is possible even without a centralized network, and security and identity management features will still benefit a system without a network operating system.

Locate 4.1 works with any wired or wireless network, features plug-and-play installation, and works from a mirrored port to avoid impacting network performance.

Locate 4.1

$7,495

Provides easy name-based tracking and management of IP addresses on the network

(888) 266-6513

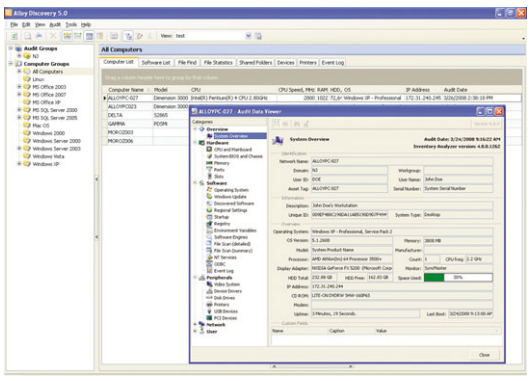
www.etelemetry.com

LOCATE by eTelemetry

Audit Your Computer Inventory

Alloy Discovery Provides All The Necessary Tools

THE INVENTORY of computer hardware and software can be easily overlooked. Alloy Discovery from Alloy Software is a network inventory solution to help SMEs gain tight control over their entire computer inventory through a combination of audit methods that include an agentless on-demand audit, login-script, scheduled task, and the portable audit for non-networked computers.



With flexible data filtering and grouping, Alloy Discovery lets you sift through data using specific criteria.

Alloy Discovery can configure, deploy, and run inventory audits, as well as help analyze the audit results. For flexible deployment, the software offers multiple configuration options, including single- and multi-domain networks; workgroup networks; remote (WAN) sites and isolated networks; and standalone and non-networked computers. Alloy Discovery lets you audit computers on an ongoing basis.

To help maintain an up-to-date inventory, Alloy Discovery includes an automated archive process called "Pruning." This process allows you to define a schedule for the removal of obsolete audit snapshots and determine the file storage path for archived records. The system will then automatically remove obsolete audit snapshots from the Inventory Repository.

The audit results can help you plan for OS migrations and hardware and software updates, and you can integrate the data with other interfacing applications.

Alloy Software Alloy Discovery

100 computer node license: $795, with additional computer nodes $3 each; special pricing for IT service providers

Audit the hardware and software on your computer network

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NETWORKING & VPN MAY 30, 2008

Easy Network Monitoring

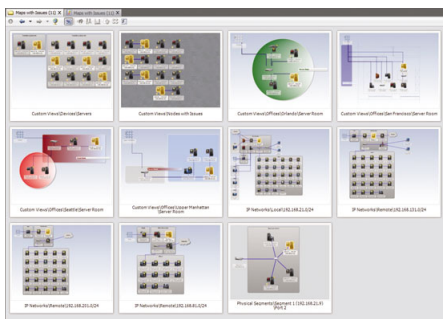
Manage Network Events With AdRem Software's NetCrunch 5

NETWORK MONITORING can be a complicated set of processes. Simple, clear-cut solutions are hard to find, which is why AdRem Software developed NetCrunch 5, a network monitoring solution for SMEs.

NetCrunch 5 boasts the inclusive monitoring of Windows, Linux, NetWare, and SNMP devices. NetCrunch 5 differentiates itself not only by providing such a wide array of monitoring coverage, but also by doing so in an agentless manner.

NetCrunch 5's new features include predefined monitoring policies for major operating systems and applications such as Exchange, SQL Server, Oracle, Insight Manager, IBM Director, and others. NetCrunch 5 is able to monitor an assortment of systems and devices, as it also contains RPC, WMI, SSH, and SNMP monitors and more than 65 built-in network service monitors. A major feature that makes NetCrunch 5 so easy to use is its intuitive user interface. NetCrunch 5 will automatically perform network discovery, a scan of your system that will identify and classify nodes and present them in a graphical map form, making it easier to see where problems occur and making solutions faster and more efficient.

AdRem Software's NetCrunch 5 promises to reduce the cost of IT operations and thus improve company revenue. IT professionals will appreciate lower maintenance requirements and shorter deployment time.



NetCrunch 5 presents data in graphical form, making problems easy to identify and faster to correct.

NetCrunch 5 is designed to run on Windows XP SP2, Vista SP1 (excluding Home), and Windows Server 2003 x32 or x64 and comes in two editions: Premium and Premium XE. The Premium XE edition is intended for a dedicated server, as it is optimized for larger, intensely monitored networks. Both editions include a one-year professional service agreement with annual upgrade protection.

AdRem NetCrunch 5

Premium: starting at $2,595

Premium XE: starting at $7,495

An inclusive network monitoring system that makes solving problems easy with predefined monitoring policies and a graphical interface

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BOOK REVIEW

Project Managers' Guidebook

"Software Security Engineering" Offers A Hands-On, Proactive Plan

by Kurt Marko

• • •

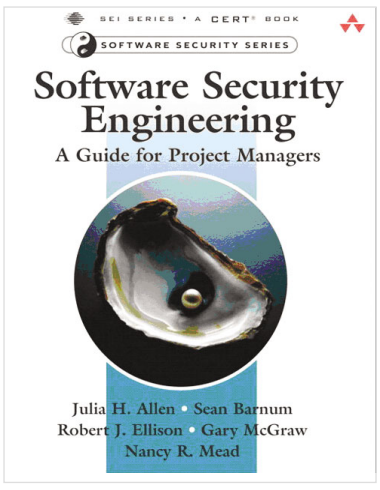
Security, whether of software, systems, or networks, continues to be a thorn in the side of most IT managers, yet the most common methods used to ensure security are defensive in nature. Firewalls, malware filters, and intrusion detection systems all address the symptoms of computer security without offering a cure for the disease of insecure software.

Many experts have outlined the risks and dangers of insecure software, yet these jeremiads are often long on complaint and short on solutions. Along comes a book for IT practitioners tired of reacting to security incidents and itching to go on the offensive, delivering a detailed plan of attack on preventing, rather than merely resisting, software security problems.

"Software Security Engineering: A Guide for Project Managers" is nothing less than a systematic guide to designing, developing, and validating software that is able to withstand premeditated attack, inadvertent misuse, or just accidental failure. The five authors share top-notch bona fides within the security community, having contributed extensively to the Department of Homeland Security Software Assurance Program while working for security heavyweights such as the CERT Program at the Software Engineering Institute and the consultancy Cigital.

Major Themes

The authors take a holistic approach to software security, stating, "Software security engineering entails using practices, processes, tools, and techniques to address security issues in every phase of the software development life cycle (SDLC)." They designed the book to give software development project managers, systems analysts, coders, and even senior management a guide to the design, production, and deployment of secure software.



Software Security Engineering: A Guide for Project Managers

Authors: Julia H. Allen, Sean Barnum, Robert J. Ellison, Gary McGraw, Nancy R. Mead

Publisher: Addison-Wesley Professional

Price: $49.99

Format: Paperback, 368 pages

The book begins with two introductory chapters that provide a survey of security issues and some objectives, definitions, and properties of secure software. The core of the book consists of four technical chapters that offer a detailed outline of a security SDLC, ranging from requirements definition and secure software architecture to secure coding and testing practices. They follow with a chapter discussing governance, management practices, and arguments useful in getting business leaders to embrace secure software, concluding with a chapter outlining how readers can incorporate the ideas detailed earlier into their own development environments.

Throughout, the authors reprise five major themes. First, comprehensive software security doesn't consist of merely eliminating vulnerabilities as they are discovered but requires a systemic approach integrating security into all phases of the development process. Second, they emphasize that traditional IT infrastructure/network security mechanisms don't adequately protect application software from risks and exploits.

Next, the authors advise managers to incorporate risk management methodologies into software security projects in order to identify and prioritize tasks aimed at abating security problems. Fourth, the authors contend that developing secure software depends on a full understanding of its operating environment and the other subsystems it is dependent on. Finally, and perhaps most importantly, they counsel project managers and software engineers to "learn to think like an attacker to address the range of things that software should not do and identify how software can better resist, tolerate, and recover when under attack."

Worth Your While

"Software Security Engineering" provides a comprehensive compendium of security concepts, best practices, development methodologies, and reference material. It also includes overview material framing security issues, risks, and IT governance that would benefit IT executives or senior managers. P

Key Concepts

- Genuine software security can't be reactive; it involves more than just eliminating vulnerabilities and conducting penetration tests.
- Traditional IT infrastructure and network security mechanisms do not sufficiently protect application software from security risks.
- Project managers should incorporate software security into an overall SDLC (software development life cycle) with security addressed at every phase of development, from requirements definition and system architecture to coding and testing.
- Project managers should also incorporate risk management as a formal discipline into the security SDLC to identify vulnerabilities and prioritize mitigating solutions. Risk management can define what is "good enough."
- Project managers, developers, and test engineers need to think like an attacker, taking the attacker's perspective by developing misuse/abuse cases, when designing and developing software.



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8U Server - ASA8421i
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2X 80GB SATA II 7200 RPM OS drives Installed
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The Mobile Enterprise Myth

A Look At The Issues Involved In Supporting Mobile Employees

by Curt Harler

• • •

Depending on your point of view as a worker, the mobile network is either the greatest productivity tool around or the longest electronic leash ever invented.

If you are in the IT department working for a small to midsized enterprise, odds are good that you have received orders to enable any one of a number of mobile applications for your company. And, in the privacy of your cubicle, you might have expressed disgust about what the new mobility initiative would mean in terms of network confusion and overtime hours.

"The bitter truth is that any company that wishes to 'mobilize the workplace' first has to mobilize squads of programmers from its internal IT department or favorite service bureau and then be prepared for a protracted, costly, and, in the end, unsatisfying implementation that is obsolete before it is deployed," says Webalo (www.webalo.com) CEO Peter Price.

"There are only so many platforms that IT can support with upgrades and patches," says Sean Ryan, research analyst with IDC's Mobile Enterprise group. "You're going to be yelled at if the user's phone can't access applications, does not sync properly, or shows funky error messages. Multiple OSes will have different versions, different firmware. You need to standardize to control that."

Ryan continues, "The best scenario is to give workers free rein . . . but for IT to mitigate risk, IT needs to pick a couple of platforms and standardize on them."

Price says that the mobile networking industry still is in the early adopter stage of becoming a boom market. "Over the next 24 months, we will start to see a community of users built around an enterprise's services or business. It will be served by a community of carriers and vendors," he says.

Mobile Workforce Complications

Without proper tools to implement it, the mobile enterprise will remain only a vision. Price says that enterprise employees all want "my data" in "my way" on "my handheld" in "my lifetime." Mobile workers do not see the challenges these demands make on their IT manager. In short, supporting mobile employees is a big pain for IT departments.

This will affect users, too. Price says the current world of mobility, such as it is, is user-centric. "What we have working today is minimal compared to what we can do in the future," he says. Today's mobile user is interested in "me" and "my" and little else. The user looks at his own email, his own calendar, and his own contact information. "We have 15 million mobile devices deployed in the enterprise and millions more that are used by individuals," Price says. "It's a personalized experience, so it is comfortable for the user." What he wants to see is mobility broadened to get enterprise connectivity, both to a broader range of devices and to a wider range of back-office applications.

"Today, IT is comfortable building one-to-many solutions, not on a one-to-one basis," Price continues. "That is a major block in the mobile world. You have to be able to get the user to do all sorts of things on that little screen—ERP (enterprise resource planning), CRM (customer-relations management), HR—or the whole concept will not work."

Limit The Platforms

Ryan sees the challenges, too. His solution would be to choose a couple of platforms and limit the company to those. Perhaps a combination of two platforms, such as Windows Mobile, BlackBerry, Symbian OS, or another system that has internal value, would be sufficient for the workforce, he says.

"It doesn't have to be a hard line, but it needs to be a line on how much capability users have, to some extent," Ryan says. "If IT is going to allow access behind the firewall to different applications for access to assets, databases, and customer records, there has to be some standardization."

Ryan says he would make an exception for lower-level uses. He puts AT&T/Apple iPhones or Palm devices that access personal information and provide email access in that category. "Allow them to do some things but not have a free-for-all," he says. "Draw the line there."

Price says hosted services, such as the one his firm provides, give IT a way to avoid another huge development project followed by a major deployment. "Users want it to be easy to connect to a wide variety of sources and access methods," he says.

Hosted services will provide SMEs a way to manage devices without having to worry about every dot-upgrade or new patch that comes through on every platform, according to Ryan.

Price says a slew of positive developments have helped hosted service providers, including advances in security, adoption of service-oriented Web architecture standards, and the amazing growth in speed and bandwidth in the network.

A good hosted system will automate key aspects of connectivity, allowing any mobile device to present the proper display whether the software is Windows Mobile or BlackBerry or something else.

Other Factors To Consider

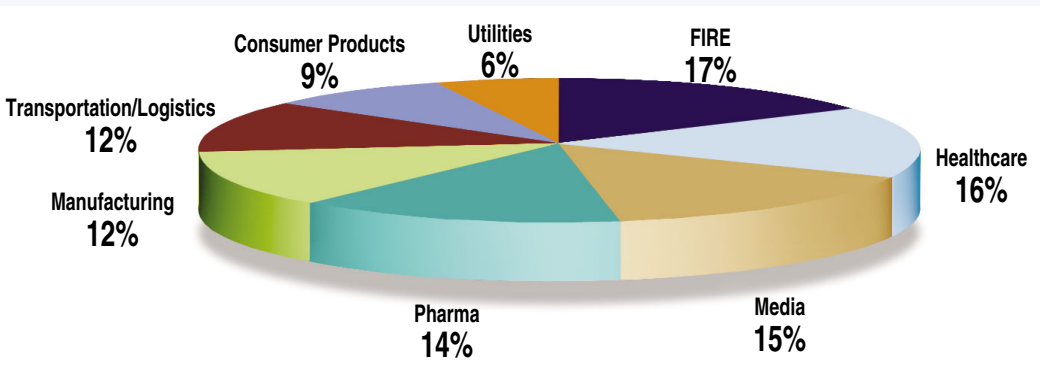
Other considerations can cloud the issue. For example, Ryan notes that companies in health care, pharmaceutical industries, or financial enterprises all have their own regulatory requirements to meet. Again, this is easier if there is more standardization.

"There is no single, clear answer. It varies company to company," Ryan says. In any case, he says IT must have control over what has access to the network and have the tools at the back end to manage the devices.

"Today, the market is making its first move past the basic functionality of mobile devices," Price says. "IT should be looking at its choices for tomorrow today." P

North American Enterprise Mobile Applications Spending By Vertical

FIRE (financial, insurance, and real estate) users are expected to lead the pack in spending on mobile applications, followed closely by healthcare and media users.

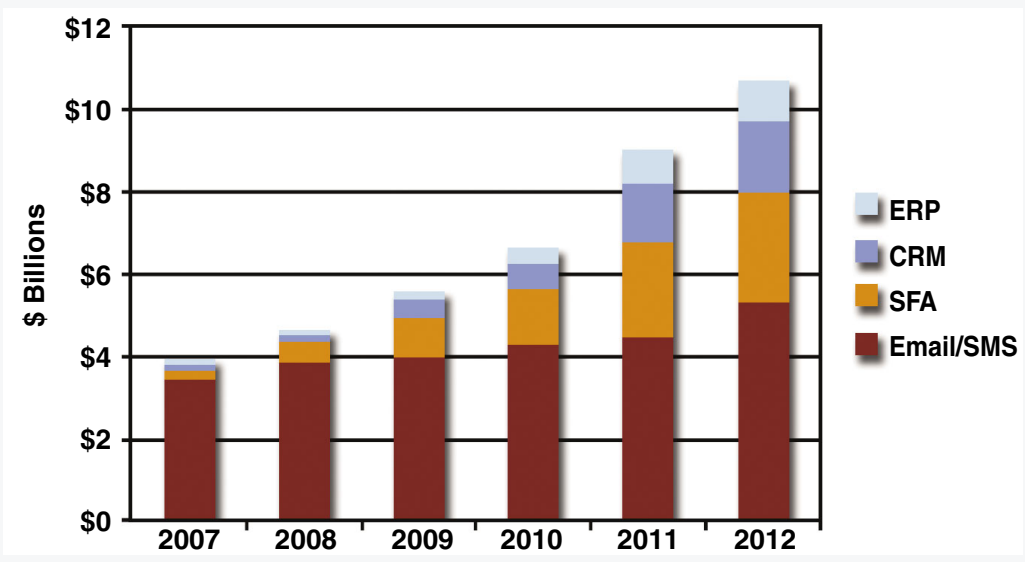


Source: Pike & Fischer estimates based on industry conversations, analysis of industry data

Confidence Score = .7

North American Enterprise Mobile Applications Spending 2007 - 2012

Mobile application spending will more than double by 2012. Beyond email and SMS, the big investment areas will be for SFA (sales force automation), CRM (customer-relations management), and ERP (enterprise resource planning) applications.



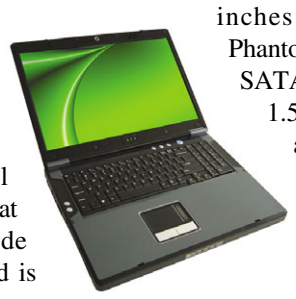
Source: Pike & Fischer estimates based on industry conversations, analysis of industry data

Confidence Score = Through 2008 = .8; 2009 - 2012 = .6

Server Power, Laptop Portability

Eurocom's D90xC Phantom-X Mobile Server Provides Powerful Computing On The Go

The need for powerful, server-caliber computing in settings other than a typical office is a large and crucial one. Eurocom addresses this market with its D90xC Phantom-X Mobile Server, a powerful PC in a laptop form factor that weighs just 12 pounds.



The D90xC Phantom-X is a 64-bit system that operates on Intel quad-core Xeon processors running at 2.83GHz with 1,333MHz frontside bus and 12MB of L2 cache. Speed is further facilitated by up to 8GB of DDR2-800 memory.

Although measuring 11.9 x 15.8 x 2.05 inches (HxWxD), the D90xC Phantom-X supports up to three SATA-300 hard drives for up to 1.5TB of storage. Users can also choose between RAID 0, RAID 1, or RAID 5 configurations.

Other features include a 17-inch display, a one-hour backup battery in the event of a power failure, and a rewriteable Blu-ray drive. The keyboard is a full 102-key desktop-type board with a separate numeric keypad. Wireless options include built-in 802.11a/g/n WLAN, as well as Bluetooth.

The D90xC Phantom-X also features a number of I/O ports, including a Gigabit Ethernet LAN with an optional second Gigabit Ethernet port via a PC Express slot. The computer also features four USB 2.0 ports, FireWire, serial and parallel ports, and CRT and DVI-D ports to power up to two additional external displays.

The D90xC Servers are customizable, and the hard drives, memory, optical drives, processors, and graphics are upgradeable.

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Encryption Key Management

Allow Authorized People To Access Sensitive Data & Keep Others Out

by Sixto Ortiz Jr.

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As technology moves forward and the stakes from data losses get higher, the use of cryptography in the enterprise is growing. But as the use of cryptography increases, so do the requirements to effectively manage and protect the encryption keys used to encrypt and decrypt data. After all, encryption keys that fall into the wrong hands can open the door to your business.

Trends In Key Management

Both the need to protect enterprise data and advances in technology and computing power are driving the adoption of encryption in the enterprise. Chris Whitener, chief strategist for HP's Secure Advantage (www.hp.com), a portfolio of servers, storage, software, and services to improve business security, says more and more data is being protected in the enterprise today, making it necessary to have proper encryption key management. "Encryption is one of the strongest methods for protecting data, and proper management of encryption keys is essential," says Whitener.

One important trend affecting key management systems is the release of several new specifications, says Stephane Ardiley, product manager with ActivIdentity (www.actividentity.com). These include specifications released by NIST (SP 800-57), ISO (11770), and GlobalPlatform (GlobalPlatform Key Management v1.0). These specifications provide detailed guidelines on how cryptographic keys must be managed and operated in a security system, he says. "There are now clear directives on the kind of key management policies to deploy and enforce in order to ensure the strength of the solution," says Ardiley.

Other ongoing trends include the use of encryption keys to expire data after a set amount of time and the use of key management for decrypting data for archiving and/or ILP solutions to scan encrypted data and then re-encrypt it, says Charul Sadwelkar, product manager for identity and authentication services at VeriSign (www.verisign.com).

One common trend is the burgeoning use of encryption in the enterprise for protecting both data at rest and in motion. As the use of encryption to protect more and more types of data becomes enmeshed in corporate practices, the need to effectively protect the encryption keys that encrypt and decrypt data will become critical.

An Important Facet Of Security

One fact that makes encryption key management important is simply the ongoing pervasiveness of encryption in enterprises. For example, says John Dasher, director of product management at PGP (www.pgp.com), systems that use encryption run the gamut from newer hard drives featuring hardware-based encryption to Web sites, tape, and other backup/archiving systems; transaction processing systems; and ERP applications. All of these examples demonstrate the pervasiveness of encryption and the need for key management, says Dasher.

Greg Powell, CEO of Valicore Technologies (www.valicore.com), says key management is at the heart of the encryption security solution. After all, adds Powell, it wouldn't make sense to lock your house and then leave the key in an easily accessed and unprotected location. "Without robust, high-integrity key management, even the best encryption algorithm is vulnerable to being compromised," says Powell. In other words, lose the keys, and you stand a good chance of losing the data they protect.

> **"A hacker can get more sensitive information off a single backup tape than they can get from a lifetime of snooping on networks, so that's definitely their highest priority these days."**
>
> *- Voltage Security's Luther Martin*

Key management becomes essential when you are encrypting lots of storage, says Luther Martin, solutions architect at Voltage Security (www.voltage.com). Even though other applications will eventually require key management, he says, right now the need for key management is due to the use of storage devices such as tapes and disks. In other words, administrators are cognizant of the fact that data at rest is vulnerable.

"A hacker can get more sensitive information off a single backup tape than they can get from a lifetime of snooping on networks, so that's definitely their highest priority these days," Martin says. As a result, he adds, protecting applications and data in databases makes scalable key management a priority: Data needs to be protected and also accessed by the right people.

Unfortunately, says Martin, with today's key management products, administrators can't get a decryption key from the disaster recovery offsite archiving location where tapes may be stored because the proprietary protocols that most key management products use won't work across networks. But, he says, products compliant with the new IEEE P1619.3 standard will change that. "Products compliant with the standard should be a customer's first choice," Martin says.

Key Management In Action

Keeping data secure using encryption means it should be very difficult for personnel or even software without the proper authorization to access and read encrypted data. But at the same time, those who need to use it without a perceptible performance hit must be able to easily and seamlessly access encrypted data. So how can key management keep unauthorized personnel from reading data but allow authorized personnel to access it while also allowing applications such as virus scanners and data indexers to access encrypted data?

PGP's Dasher says proper key management allows data to be encrypted in such a way that authorized people get the specific access that they need. For example, he says, key management ensures that personnel in the corporate mergers and acquisitions group get access to confidential data regarding pending deals, while IT administrators are still able to provision storage, facilitate access, and ensure backup and archiving without gaining content-level access to this data.

"Having a centralized key management system means that all applications and services can go to a single authoritative resource to obtain, validate, use, and retire keys," says Dasher.

The integrity of security in both public key or shared secret cryptographically based authentication for users, applications, devices, and other infrastructure elements depends on keeping the keys from disclosure to unauthorized parties and/or applications, says Valicore Technologies' Powell. "Both processes need high-integrity key management processes to ensure that the confidential aspects are not vulnerable to disclosure to unauthorized parties," he notes.

Pitfalls To Avoid

Administrators looking to invest in a key management solution should be careful to go with single point of failure key backup databases that PKI vendors often offer, says VeriSign's Sadwelkar. This can result in the undesirable situation where all private keys in a corporation are stored in one place, dependent on the security of one workstation, with only one mechanism to unlock the database.

Also, administrators should strive to think beyond the toolkit and ensure their policies are sound. Key management solutions and encryption applications, says Valicore's Powell, are technology tools with which to implement and enforce security policy. "If the policy is poorly thought out or has not evolved as the business has changed, then such tools are likely to be inappropriately deployed," he says.

Finally, says HP's Whitener, "it is important to choose a key management solution that will grow with your business."

As companies continue to use encryption, the technologies and processes in place to keep encryption keys secure will become increasingly important. In the end, it's all about keeping the keys to your data away from prying eyes. Key management is the first step toward accomplishing that goal. P

What To Look For In A Key Management Solution

What features should administrators look for in a key management solution? Here are a few:

Chris Whitener, chief strategist for HP's Secure Advantage (www.hp.com), says companies should evaluate key management strategies against criteria such as security, scalability, automation, failure imperviousness, and support for government security specifications (such as FIPS 140-2).

Robert Grapes, CTO for Cloakware (www.cloakware.com), says key management should:

- Support a range of cryptographic algorithms and key lengths
- Provide key protection at all key storage points
- Provide key rollover/renewal processing, key history, and key recovery
- Provide needed APIs (application programming interfaces) for integration
- Provide the appropriate registration system and processes for enrollment of entities using the keys

Charul Sadwelkar, product manager for identity and authentication services at VeriSign (www.verisign.com), says the following features are must-haves for key management:

- Security of escrowed data
- Key history
- Disaster recovery
- Well-defined key recovery process
- Ease of integration

Regulating Electronic Communications

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As professionals use electronic communications more and more, organizations must look for ways to supervise and archive this type of communication to prevent fines and legal sanctions.

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The L7 Enterprise provides thorough electronic message storage by integrating with LDAP directories, such as BlackBerry Enterprise Server, Microsoft Active Directory, and email archive platforms, such as EMC EmailXtender, HP Integrated Archive Platform, and Symantec Enterprise Vault. L7 Enterprise provides multiple real-time communications from a single console and the ability to apply and enforce policy through other L7 Enterprise modules available for enterprise and public IM, online conferencing, server-based fax, and VoIP. It will be available as an add-on module for Akonix's A1000 and A6000 appliances or as a Windows Server software module.

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The Costs Of Virtual Sprawl

Uncontrolled Proliferation Of Virtual Machines Can Lead To Real IT Costs

by Kurt Marko

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When one thinks of innovative, adaptable, game-changing IT developments over the past few years, virtualization is certainly near the top of the list. Moore's Law-fueled boosts in system performance have historically outstripped software's ability to effectively use the added horsepower, but virtualization enables previously underutilized systems to be partitioned into multiple operating environments, dramatically improving efficiency.

Additionally, the ease with which VMs (virtual machines) can be configured and provisioned enables data centers to be more agile and dynamic, quickly responding to changing application loads. An added advantage is that OS partitioning that VM hypervisors provide is perfectly suited to today's N-tier, Web-centric application architecture.

Yet despite these myriad benefits, virtualization isn't an unalloyed blessing to data center managers; its dark underbelly, known as virtual sprawl, can quickly erode savings in hardware and personnel that accrue from the physical-to-virtual transition. Sprawl is still a squishy term—one man's sprawl is another's adaptability—but Anthony Mar, product marketing manager at Embotics (www.embotics.com), offers this definition: "Virtual sprawl is defined as the proliferation of virtual machines (VMs) without adequate IT control." He adds, "It's not about the actual number of VMs, it's more about how structured and controlled the virtual environment is."

Encouraging this behavior is the "perceived zero cost of creating a virtual machine," says Richard Offer, vice president of engineering at FastScale (www.fastscale.com). He notes that VMs are so easy to create and store, particularly in comparison to physical servers, users don't realize that there's a cumulative cost to their profligacy.

The ease and convenience of creating VMs are certainly contributing factors to sprawl, but the fundamental cause is a lack of management controls and processes surrounding VM administration. Info-Tech analyst John Sloan notes that even if a firm has a "virtualize unless otherwise" policy, it still needs formal deployment processes, even to the point of mentally treating virtual servers the same as physical ones.

In an Embotics-sponsored whitepaper, independent consultant Anil Desai sees the most common sources of VM sprawl as being unplanned and uncoordinated deployments, nonproduction VMs, and virtual appliances.

> **"Applications need processing, memory, storage, and networking, whether they are contained in a VM or not. The more VMs you have, the more of these resources you will need and the more it costs."**
>
> *-Embotics' Anthony Mar*

Costs Of Sprawl

Virtual sprawl is more than just an administrative nuisance; it can be costly. Mar says that the "four classes of costs for a VM [include] infrastructure, management systems, server software, and administration." In VM infrastructure, while the machines may be virtual, the resources they consume are most certainly real.

"Applications need processing, memory, storage, and networking, whether they are contained in a VM or not," notes Mar. "The more VMs you have, the more of these resources you will need and the more it costs."

Andrew Hillier, co-founder and CTO of CiRBA (www.cirba.com), notes that underutilized, what he terms "deadwood," or orphaned VMs can be particularly costly because an image that's running but doing little useful work is still consuming system memory. And all VMs, even so-called orphans that are rarely, if ever, used, take valuable disk space—often several gigabytes per ISO image.

Sprawl can also increase the cost of data center management systems, according to Mar, because many of these are licensed based on the number of managed nodes or client agents. He says, "This means an incremental licensing charge for every VM you have." Mar also cautions that while VMs are easily created and deployed, they exact ongoing administrative costs for standard sysadmin activities such as configuration, monitoring, upgrading, and patching.

Info-Tech's Sloan concurs, noting, "Many server management tasks, such as updating patches, address servers as instances of running operating systems and application software. In this regard, 100 virtual servers are still 100 management instances, regardless of the number of underlying physical servers."

Estimating the financial costs of sprawl is problematic given the number of variables involved, including the number of unused or redundant machines, incremental overhead on IT administrators, the number of new software licenses required, and the cost of disk space and storage management, among others.

According to a survey Embotics conducted, the majority of customers thought that about 30% of the virtual machines in their company were most likely redundant, a figure confirmed by actual physical audits. The audits noted that some customers pegged redundancy at more than 50%, a level that Hillier also cites as representative of the environments that have used CiRBA's tools to analyze their VM usage. Embotics' customers estimate their cost of running a generic server at between $1,000 and $3,000, which includes licensing for the OS, applications, tools, and associated management systems agents. Mar says, "On average, an environment of 150 VMs will have anywhere from $50,000 to $150,000 locked up in redundant VMs."

Sprawl also exacerbates soft costs, such as increasing security risk or regulatory compliance problems due to rogue or improperly configured VMs.

How To Minimize Or Prevent Sprawl

The two primary methods of minimizing sprawl necessitate restoring management control to the VM life cycle and optimizing the use of VMs and their associated applications given available physical resources. Improving VM management is an area of active development and differentiation for virtualization vendors, according to Sloan, because the VM hypervisor is rapidly being commodified. Third-party software developers have also entered the fray with a new class of policy-based virtualization management specifically targeting the management challenges unique to a virtualized environment.

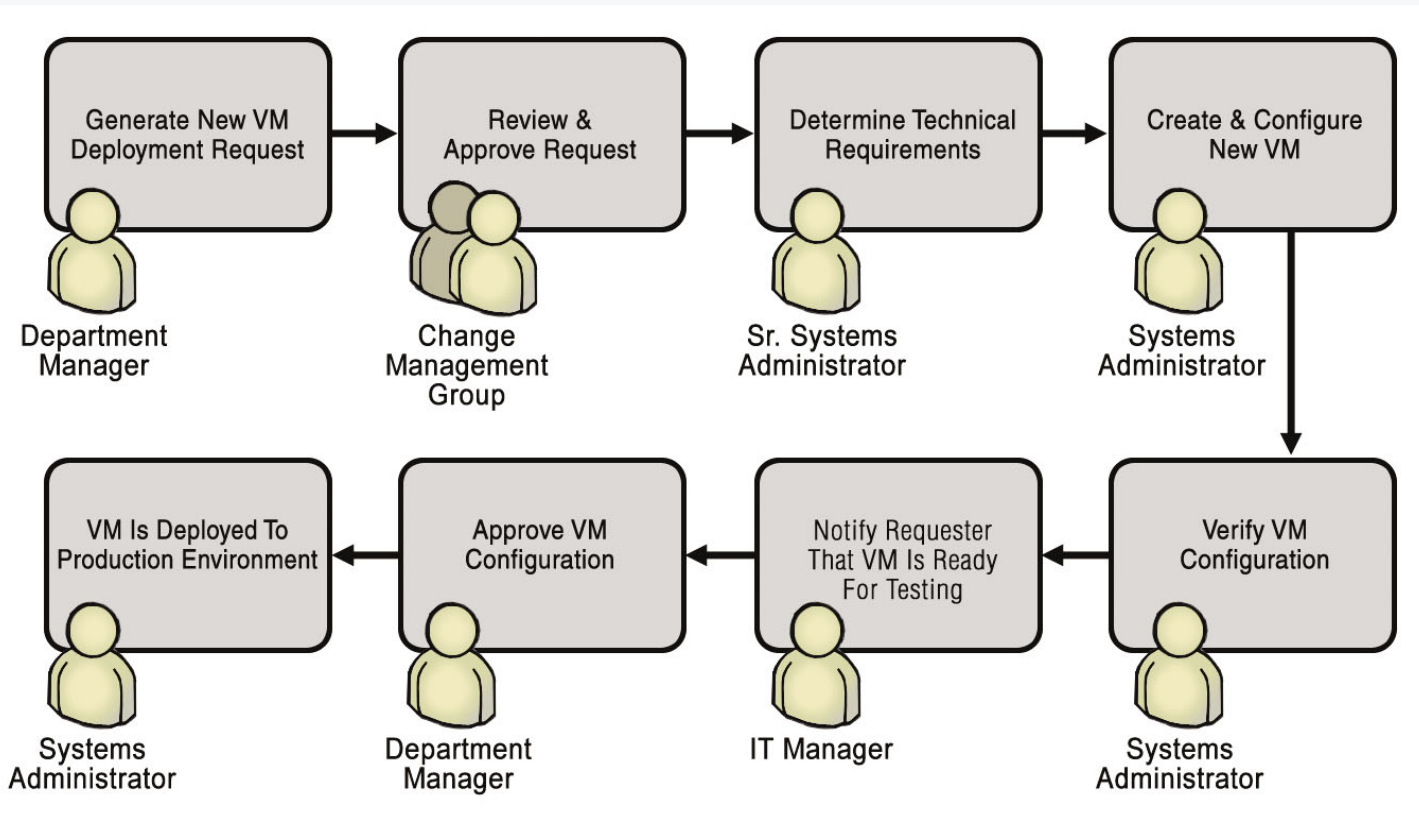
Optimization software aims to improve the utilization of available resources by characterizing the workloads of virtualized applications and mapping them against a data center's pool of servers and storage. Newer approaches promise to dramatically reduce a VM's resource footprint by creating what FastScale terms Dynamic Application Bundles, a small (roughly 1% the memory usage of a VM image), full-featured software environment with only the precise software components required by an application.

Virtualization is a powerful tool allowing IT departments to rapidly build and deploy new system environments while simultaneously increasing the use of oft-underutilized hardware. Unfortunately, the simplicity and convenience of VM creation can lead to too much of a good thing, with a proliferation of redundant, seldom used, or orphaned virtual images. This virtual sprawl can exact significant costs if left unchecked; however, new management tools and optimization software now allow data center managers to rein in VM environments and more efficiently map virtualized applications to their physical assets. P

Roles & Responsibilities For A VM Deployment Policy

Policies are a vital component of managing overall IT operations as they enable consistency and standardization for all deployments. Virtualization technology makes it easy to ignore traditional deployment policies, especially in situations where systems administrators see the need to react quickly to change requests and often skip important steps.

Management should define processes to outline individuals' roles and responsibilities. The goal is to ensure that all VM deployments and configuration changes are deliberate and business and technical experts have approved them. As an example, this figure recommends a list of roles and responsibilities related to VM deployment. The text boxes outline specific process steps and control points, while the caricatures indicate the responsible person or group for a given process.



Source: "Controlling VM Sprawl: Best Practices for Gaining and Maintaining Control of Virtualized Infrastructures"; Whitepaper for Embotics by Anil Desai; December 2007

SIX QUICK TIPS

Getting Rid Of Equipment

Navigate The Murky Waters Of Compliance, Data Purging & Recycling

by Robyn Weisman

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Over the last year or so, all the talk about the proper recycling of IT equipment and green IT in general can amount to what the *New York Times* recently referred to as "green noise." Sure, you know you can't just toss your old switches and servers into your dumpster, but what are you supposed to do to make sure the toxic materials contained in them won't end up poisoning children in some other part of the world? Meanwhile, how do you make sure that whatever you dispose of has been wiped clean of any information? Here are a few tips to get started.

Recycle End-Of-Life Equipment ASAP

To get the best return on your IT assets, take charge of preparing your equipment for reuse or recycling as quickly as possible after deinstallation, says Cliffie McKay, director of operations at DMD Systems Recovery (877/777-0651; www.dmdsystems.com). By doing so, you have the best chance of reselling your equipment, which is the easiest and most profitable way of disposing of any type of equipment.

According to McKay, most PCs, servers, networking, and other IT assets have a very short resale lifespan. "This is determined by the company and what their IT staff views as an acceptable life span, typically three to five years," says McKay. "Equipment that is older than five years typically has little or no ability to be reused."

Decommissioning Is As Important As Deployment

Joseph Pucciarelli, program director of technology financing and management strategies at IDC, says that talking about "disposal" of IT at the end of the life cycle is a profound misnomer. Instead of disposing of IT equipment when you're through with it, you are in fact decommissioning it. Pucciarelli says that decommissioning encompasses all the significant processes that must be undertaken to extract a given piece of equipment from your IT infrastructure.

"We put a lot of energy in managing our deployment processes, and what has happened in a lot of organizations is we have allowed that decommissioning to become intertwined with deployment," says Pucciarelli. In essence, Pucciarelli says viewing the decommissioning process as a separate series of tasks, of which disposal is only one aspect, is essential in ensuring that you part with your equipment in a safe, coherent fashion.

An integrated set of checklists and change management processes is essential to performing such tasks. "Going through that discipline of defining the decommissioning processes for the major types of IT resources [will] identify the key gaps in organization's capabilities and its planning processes," says Pucciarelli.

Designate Decommissioning Services

While you can certainly handle decommissioning services internally, most SMEs should consider outsourcing these services to a specialized provider that can assume the environmental and legal responsibilities that come with hardware disposal.

For his part, Robert Martineau, director of operations at hardware equipment life cycle solutions provider World Data Products (www.wdpi.com), urges that you work with a reputable company that can provide documentation on the recycling process and carries the expectation that none of your equipment will end up in landfills.

In addition, Mike Cunnien, director of sales at World Data Products, suggests you find a company that will pay you for old equipment rather than requiring you to pay them to recycle it because this will provide you with a better return on the initial investment.

Meanwhile, DMD Systems Recovery's McKay says to see whether any potential provider offers additional services such as equipment deinstallation and logistics help. You should have a clear sense of a provider's certifications policies, data destruction capabilities and procedures, and adherence to EPA (Environmental Protection Agency) and e-discovery regulations.

Ensure Proper Equipment Recycling

Bob Houghton, president and CEO of technology change management provider Redemtech (www.redemtech.com), points out that the economics of computer disposal still makes it cheaper to ship technology overseas than properly recycle it.

"Some recyclers agree to adhere to a zero-export policy and then simply resell technology to a recycler who has not made that commitment," Houghton says. According to him, about 80% of the electronics collected for recycling actually ends up in landfills or is incinerated because too many recyclers find it more convenient and more profitable to strip equipment of valuable materials and ship the remains overseas to developing countries for dismantling under horrific conditions, poisoning the people, land, air, and water.

True environmental stewardship requires tracking equipment through the entire recycling process, says Houghton. "You know you are safe if your IT asset disposition provider is backed by The Electronics Recycler's Pledge of True Stewardship, an ISO 14001-certified program which imposes the world's most rigorous criteria for e-waste recycling," he says.

Your outsourcer should also operate under a strict zero-landfill, zero-export, zero-incineration, and zero-prison labor downstream policy for e-waste handling. "In the end, sound environmental practices align with sound business practices as these efforts can aid regulatory compliance and help avoid costly public relations problems," Houghton says.

Best Tip:

Consider Donating Obsolete Equipment

Melissa Quinn, sustainability programs manager at IT resources management firm Softchoice (www.softchoice.com), says you have the opportunity to make a real difference for those with little or no access to technology by donating your organization's older IT assets to those in your community and around the world who have perhaps never even seen a computer before.

For example, reputable nonprofit organizations such as Computers for Youth (www.cfy.org) will refurbish your used equipment and provide you with a receipt, says Computers for Youth's CEO Elisabeth Stock. This alternative can save you time, keep hazardous materials out of landfills, and provide disadvantaged kids with perfectly serviceable equipment that can help improve their home learning environments.

Easiest To Implement:

Understand The Equipment Removal Process

According to Joseph Pucciarelli, program director of technology financing and management strategies at IDC, you need to recognize the set of processes involved in removing a physical resource from your IT infrastructure. The actual act of disconnecting a device has become a more profound task, as equipment grows larger and more complex, says Pucciarelli. "We're talking about high voltages of electricity. It's not like you can pick up a little device and carry it away."

BONUS TIPS

■ **Don't neglect security when disposing of data-bearing equipment.** According to Bob Houghton, president and CEO of Redemtech (www.redemtech.com), organizations spend so much time ensuring the security of their active networks that they often fail to protect data on devices that are disconnected from the network. This problem amplifies why IDC's Joseph Pucciarelli urges a separation of the deployment and decommissioning processes.

Houghton estimates that 70% of data breaches result from the loss of off-network equipment. Some of the best practices Houghton recommends include implementing effective management systems, controlling and limiting inventory, creating documentary audit trails, ensuring reliable accounting processes are in place, and measuring the effectiveness of procedures and the means for improving them.

■ **Consider reallocating your equipment within your organization.** Melissa Quinn, sustainability programs manager at Softchoice (www.softchoice.com), points out that older PCs, for example, may still have a place in your organization and that perhaps you should reconsider decommissioning them in some cases.

"Your fellow employees who use only a few software applications may not need the latest hardware technology, so reassigning them an existing PC could be a cost-saving alternative," she says.



WHAT'S HAPPENING

NitroSecurity Simplifies Information Security

Highly Scalable Event Processing Systems

by Julie Sartain

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INFORMATION SECURITY is a rapidly evolving space with new threats and new defenses introduced daily. The only way to keep pace is to possess a mechanism capable of accepting new data as it becomes available and have the tools necessary to analyze it efficiently and effectively.

NitroSecurity (www.nitrosecurity.com) has an entire family of appliances that addresses these growing threats, and all share one common characteristic: the NitroEDB, an embedded database designed to be installed and operated by people without any fundamental database expertise.

Problems & Solutions

"Companies need more and more devices to protect their networks and to comply with new security regulations, and so much more security data is being produced in the form of alerts and logs," says Michael Leland, CTO at NitroSecurity. "However, the need to look at it all together also exists because it's relatively easy for hackers to bypass a single system, especially if that one platform has a myopic perspective of the entire network."

To further complicate things, says Leland, the network itself needs to be examined in a security context, so users can correlate network flows to security incidents in order to track the root cause of an attack or to identify potential vectors of a successful attack.

NitroSecurity uses a very sophisticated core technology to enable its customers to work with large amounts of complex data easily. "We have architected a family of appliances that host a variety of services, from intrusion detection and prevention to the collection and normalization of disparate third-party data to highly scalable event processing systems whose sole function is to provide the most granular visibility to the widest array of relevant security event information necessary for comprehensive analytics," says Leland.

The advantage this core database technology provides has allowed the company to deliver solutions for the security event management market. It also lets NitroSecurity address requirements of log management, notes Leland.

NitroSecurity realized, however, that the typical user may not possess the necessary skills to perform the complex tasks of event consolidation and data enhancement or even the database administrative skills to maintain the back-end data infrastructure. "When things are kept simple, and the mechanism to collect and manage all of the relevant security data together exists in a simple, usable tool, then customers can finally overcome the onslaught of security data that they're required to manage," says Leland.

The Products

Current products consist of the NitroGuard IPS, an in-line intrusion prevention system that sits on the network inspecting traffic, either allowing traffic through, alerting on suspicious traffic, blocking bad traffic, or performing combinations of those tasks. There's also NitroView ESM, the flagship Security Information and Event Management product that collects the alerts from the NitroGuard IPS and other third-party security devices and also collects network flow information from routers and switches, server logs, application logs, and firewalls. NitroView ESM then normalizes that information, so it can be used together for more comprehensive analysis.

"But information overload for the users was still an issue, so it was a catch-22 predicament," says Leland. "We've solved the problem by leveraging the benefits of the NitroEDB deployed within our suite of scalable information management appliances. Now, we can literally manage years of data consisting of billions of event and flow records to produce complex query results in seconds, where most other platforms would require hours (or days) of compute cycles."

This not only equates to productivity improvements but also reduces the time to identify and mitigate threats and respond to incident investigations.

R&D Efforts

In terms of R&D, NitroSecurity divides its efforts into several areas. It strives to continue improving the number and type of devices from which event data is supported, which means parsing custom alert or log formats so the team can collect and normalize data from more devices. A second effort involves finding ways to remove current performance bottlenecks. The database is very fast and, in certain applications, it is already hundreds of times faster than others, so it's actually outperforming hardware I/O, notes Leland.

The challenge, then, becomes finding ways to improve I/O. "We've explored the use of solid-state arrays, express I/O, and other emerging technologies to solve it, and we've seen some amazing results so far," says Leland. The company plans to bring a new class of security appliance to market as a result, something capable of collecting more data faster and analyzing it faster.

Another challenge, adds Leland, is to provide new ways to analyze the data once it has been collected. Data analysis techniques include exploring user interface design and feature sets; matching evolving security functions with the best application of data analysis features; enhancing existing data with more detail, making the combined asset more relevant; and allowing the operator more interactive ways to describe the event, asset, or incident.

A Look Ahead

Leland maintains that the security industry is cluttered with more vendors than ever before and more point solutions that address specific problems, and yet these solutions fail to identify the relevance within a larger perspective.

"Our goal," says Leland, "is to make available to enterprises of all sizes the appropriate tools necessary to help in the collection and correlation of events, an interface that intuitively drives the forensic investigation process, a reporting facility that addresses the requirements of regulatory compliance, and a system that ultimately returns more value to the enterprise than is required to implement it." P

THREE QUESTIONS

CMS Products Protect Data On Desktops & Notebooks

Professional-Class Solutions To Encrypt, Back Up, Restore & Recover

by Daniel P. Dern

FOR TWO AND A HALF DECADES, CMS Products has been providing professional-grade client-side storage and backup/restore/disaster recovery products for desktop and notebook computer users and also a wide range of laptop hard drive upgrade solutions. Products from CMS (800/327-5773; www.cmsproducts.com) can be found in small to medium-sized enterprises, larger enterprises, government agencies, and educational institutions, as well as the SOHO and consumer spaces, in more than 90 countries.

Recently, *Processor* spoke with Gary Streuter, vice president of marketing at CMS Products, to get his perspective on the latest industry happenings and the goings-on at his company.

■ What are the biggest IT-related issues facing today's small to midsized enterprise?

"Small to midsized companies have a growing number of sales, field service, engineers, telecommuters, and other employees working outside the corporate firewall," says Streuter. "To be productive, they often need sensitive data on their notebook hard drives, flash drives, or other devices—which the company can't let be compromised by device failure, user error, loss, or theft. The potential downside if the data is compromised is significant."

Equally important as protecting data, says Streuter, "remote workers need their computers to work. And while hard drives have become physically reliable, there are a lot of soft failures, like viruses, malware, or bad patches, which can keep a system from booting." A new system typically has 15 to 16GB of data, which is too much to put on optical media, Streuter notes. "Waiting a few hours to download and restore an image, or a day for a new drive, is too long. Employees need ways to get a system image and their data up and running within minutes."

■ What should *Processor* readers know about your company's products?

"We're selling professional-grade products, tailored to people who are serious about their data—serious about making sure they still have it when something goes wrong and that it's only available to people who should have access," says Streuter. "We give users the ability to help themselves through the ability to create and maintain a duplicate spare drive, secure it through encryption, and use it in the event the user's main drive has a problem. This keeps employee productivity high and also lowers IT help desk costs."

"Our ABSplus Automatic Backup Systems, which include client backup software to create a fully bootable backup, offer mobile workers three ways to get back to work in the event of a problem," says Streuter. "One, the drive can be used on any computer (it's a plug-and-play USB device) so you can access your files. Two, if the notebook's hard drive is physically still good, you can use our bootable Rescue CD to do a full bare-metal recovery. If the notebook drive has crashed, or there isn't time to do a bare-metal restore, you can simply swap our hard drive in until you can get a replacement drive." Also, according to Streuter, "later this year we're adding FailSafe mode, which lets our spare system drive be booted from a USB port."

Additionally, CMS offers its Velocity2 Redundant Backup Solution for small businesses, a portable removable-drive RAID box, as a disk-based alternative to tape. "You can replace your tape rotation with this," Streuter says.

■ What makes your company unique?

"We don't believe anybody else in the PC side is doing the FailSafe recovery mode we're about to offer," says Streuter. "We still suggest you take corrective action and replace the drive with a fresh one, but this lets you work meanwhile. And unlike standard cloning programs, our backup software is updating the backup on an almost real-time basis."

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AOC-UTG-i2	Intel 82598	UIO Full Height	PCI-e x8	2	CX4	$335.00
AOC-UG-i4	Intel 82571EB	UIO Full Height	PCI-e x8	4	RJ45	$193.00

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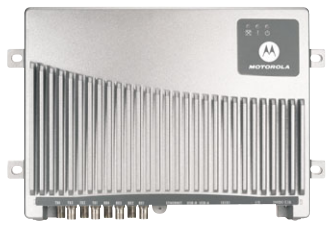
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Fixed RFID Reader

Motorola XR450 Reduces Costs & Increases Inventory Visibility



THE XR450 fixed RFID reader is designed to help enterprises achieve a competitive advantage by increasing inventory visibility and process efficiency, resulting in reduced costs and improved profitability.

The reader enables customers to select between using four mono-static ports that each utilize a single antenna to transmit and receive or four bi-static ports that utilize dual antennas. In this way, the XR450 RFID reader provides greater flexibility to adapt the reader to the intended application and perform deployments at the highest possible performance in the most challenging RF environments. Superior read rates and enhanced read ranges easily accommodate multiple RFID applications—from the manufacturing floor to warehouse loading docks to the retail store front. Advanced data collection features enable the rapid delivery of refined real-time information.

The ability to incorporate alarms, light sensors, and more from other automated asset equipment enables a wide range of business processes—from dynamic reconfiguration of build-to-order assembly lines to real-time alerts that can prevent the placement of inventory in the wrong location.

The standards-based SOA enables seamless integration and interoperability with existing IT infrastructure—and maximum application flexibility. Robust RFID functionality includes support for standard back-end platforms, direct application hosting, and the ability to interact with additional asset automation equipment such as forklifts and conveyor belts.

Support for leading business systems includes IBM's Data Capture and Delivery Solution certified to work with IBM Premises Server 6.1 and 6.0, Microsoft RFID Biz Talk Server 2006 R2 and SAP, as well as leading development tools, including .NET 2.0 and off-the-shelf applications.

The ability to control and maintain all XR Series Readers from a single central location dramatically simplifies and reduces the costs associated with day-to-day management.

Motorola XR450

Starts at $2,195

RFID Reader is easy to use and can serve as a control center for all XR Series Readers

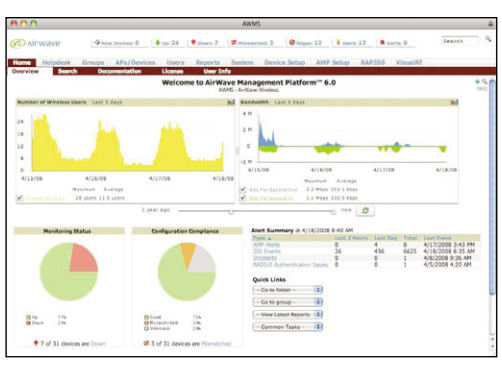
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MOTOROLA

Mobile Management

Control Wireless Networks With AirWave Wireless Management Suite 6



View and control all aspects of your wireless network with the AirWave Wireless Management Suite 6.

THE MOBILE workforce is growing as wireless technologies emerge and evolve. While this is great for the success of organizations, it can be a burden to IT support teams. But with a program that gives you visibility and transparency from a single console, such as the AirWave Wireless Management Suite 6, organizations can configure and manage an entire wireless network without additional costs.

AirWave Wireless Management Suite 6 from AirWave, a division of Aruba Networks, can help organizations migrate to 802.11n technology without discarding legacy infrastructure. The application also features a new Help Desk module that integrates with existing service desk solutions to provide IT with automated diagnostics and real-time monitoring for more efficient resolution of end-user issues.

Access points, routers, switches, authentication servers, and management servers are visible across wired and wireless infrastructures. This program provides comprehensive reports and centralized control of tens of thousands of wireless devices.

The AirWave Management platform provides real-time monitoring of wireless users and devices, as well as multivendor support. VisualRF software features direct CAD and bulk floor plan import to make console views more user-friendly, along with visual display of alerts and error conditions. For enhanced security, the platform includes RAPIDS rogue AP detection software. The AirWave Master Console offers scalable centralized configuration and detailed reports of the network's performance, groups, locations, and individual devices.

AirWave Management Suite 6

Starts at $5,000

Helps organizations configure and control an entire wireless network from a single console

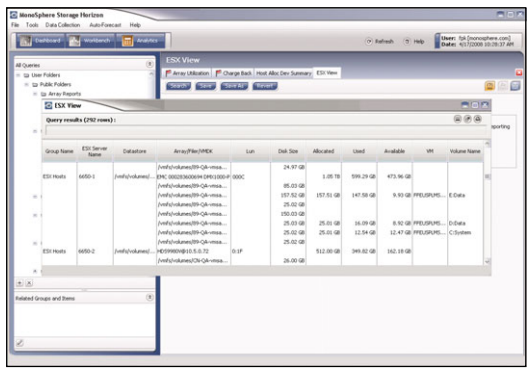
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ARUBA networks

Managing Storage

Storage Horizon 3.7 Provides Analysis For Better Management



MonoSphere Storage Horizon 3.7 offers detailed views for more efficient storage management.

WITH THE VARIETY of different storage environments used by SMEs, it can be difficult and time-consuming to manage all of a company's data storage. MonoSphere has upgraded its storage management software to meet this need.

One of the newest upgrades to Storage Horizon 3.7 is increased support for VMware server virtualization with visualization of storage abstraction. The software analyzes and displays results for storage usage details and relationships between servers, file systems, virtual disks, guest OSes, and guest OS file systems/raw devices, so managers can determine when additional storage needs arise.

Other enhancements include automated chargeback analysis, advanced analytical capabilities, and analysis of database storage consumption. With automated chargeback analysis, logical and physical IT assets can be grouped with a variety of different parameters and automatically analyzed to show storage usage.

Advanced analytical capabilities provide reports to help eliminate wasted or unused storage assets. Reports analyze storage consumption by volume group, free pool report, LUN-to-disk analysis, and dark storage breakdown. Other new analytical functions include automated scheduling and distribution of analytical reports.

Enhanced database storage consumption analysis provides feedback that enables database users to drill down to see details concerning table spaces and data files, as well as view log applications, data vs. log information, and public folder and mailbox rollups. Storage Horizon 3.7 supports Oracle, MS SQL, and Sybase databases and MS Exchange.

MonoSphere Storage Horizon 3.7

Starts at $50,000

Provides detailed analysis for simplifying and optimizing enterprise storage capacity management

(800) 925-3040

www.monosphere.com

MONOSPHERE

SECURITY MAY 23, 2008

Helping Organizations Meet Compliance

Global DataGuard Offers Security Suite & Services

GLOBAL DATAGUARD is offering a full suite of enterprise-class products and services to assist organizations in protecting confidential healthcare data and electronic healthcare transactions. Within its Enterprise UTM portfolio, the Enterprise UTM++ solution and ASM (All-n-One Security Module) for Enterprise UTM integrate a range of enterprise-class security applications, including firewall, antivirus, and antispam; a VPN and Web content filter; IP reputation; IDS and IPS; network behavioral analysis and correlation; vulnerability scanning; a security event manager for global, network, and vendor threats and detected vulnerabilities; and network access control and monitoring.

Because all of the Enterprise UTM security applications are integrated at the architectural level, organizations realize better performance and service at a lower cost of ownership—up to 60% over standalone products. Application modules can be deployed as part of a complete security infrastructure or can be added incrementally, as business and compliance requirements evolve.

The All-n-One Security module for Enterprise UTM comes in four options (with firewall, VPN, antivirus, antispam, content filter, IP reputation, and IPS included), with pricing starting at $7,500 for an ASM core module. Custom configurations for the Enterprise UTM++ solution are designed and priced based on an organization's unique network requirements. Pricing for turnkey managed services starts as low as $1,000 per month.

Global DataGuard's approach to supporting organizations in improving their compliance posture includes aspects such as behavioral analysis and correlation, security monitoring, vulnerability management, network access management/monitoring, assessment, training, project management, policies and procedures, and regulatory compliance audits. It provides a risk-based methodology, regular reviews of security controls, full life cycle device management, and audits and assessments for workforce and training policies.

Global DataGuard Enterprise Unified Threat Management Suite

Helps organizations protect healthcare information

Starts at $7,500 for an ASM core module

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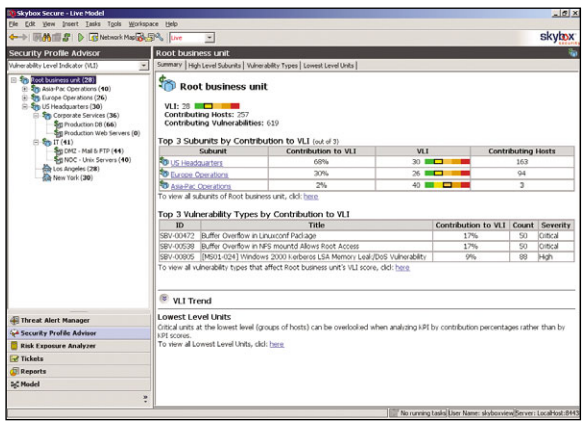
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SECURITY MAY 16, 2008

Visible Network Protection

Skybox View 4.0's Automation & Analytics Provide Transparency & Security



Skybox View 4.0 organizes important security information and makes it easy to sort through.

MOST ORGANIZATIONS have a security point solution, but many of these programs produce a large amount of data, which can be difficult to sort through. And with the diversity of today's threats, managing the life cycle of risk and protecting the network is harder than ever. The Skybox View 4.0 helps alleviate security risks while also providing a unique mix of automation and analytics.

Skybox View 4.0 is a modular and scalable fourth-generation software platform designed to help organizations find and prioritize high-risk areas and foresee compliance vulnerabilities. The mix of automation and analytics provides insight into possible IT security gaps and threats, so organizations can protect themselves. Skybox View 4.0 also offers simulation, workflow management, and decision-support analysis. Through these capabilities, Skybox View 4.0 can craft large amounts of information into precise, timely, and organized plans.

Customers who have implemented Skybox View 4.0 have seen their IT risk exposure window reduced by 95%, the cost of security compliance decrease by 85%, and time and labor decrease between 80 and 90% as a result of the optimization of manual processes.

Skybox View 4.0 provides a generous package of reporting capabilities, including tailored reports for specific audiences.

Skybox Security Skybox View 4.0

Starts at $50,000, based on network size

Offers a mix of automation and analytics to help security risks become more transparent to organizations

(408) 441-8060

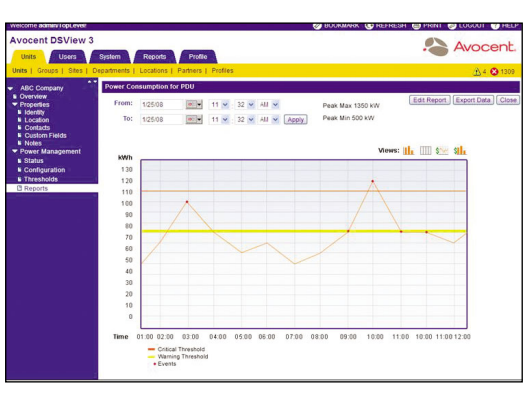
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PHYSICAL INFRASTRUCTURE MAY 16, 2008

More Power Management

Avocent's DSView 3 Power Manager Helps Admins Measure Data Center Energy Use



DSView 3 Power Manager helps managers monitor and track power consumption in the data center.

A LARGE PORTION of the cost of running a data center centers on power consumption. If companies have greater control over power monitoring and management, they can save substantially on costs.

The DSView® 3 Power Manager, a plug-in for Avocent's DSView 3 management software, addresses this need. DSView 3 software provides centralized management of all attached network devices by consolidating all views into a single interface. The plug-in enables users to collect information about the power being used by a unit, rack, or row of racks to more effectively manage power efficiency, reduce problems with outages, and reduce costs. DSView 3 Power Manager provides a calculator to help managers see power-to-dollar costs by converting the amount of energy used from kilowatts to kilowatt hours.

Features of the plug-in include Consumption Reports, Trend Reports, Thresholds, and Alarms. Consumption and Trend Reports track energy use over user-defined time periods and monitor energy consumption over time. Users can set critical level warnings, as well as customizable actions to solve problems with Thresholds, and managers can customize Alarms to alert them when threshold levels are approached.

By integrating with sensor hubs from Uptime Devices, DSView 3 Power Manager provides environmental monitoring and reporting that includes temperature, humidity, and water levels. When paired with Avocent's PDUs, managers can also monitor and control individual outlets and outlet groups.

DSView 3 Power Manager

Power Manager plug-in: $4,995; DSView 3: $2,495

Provides detailed monitoring and reporting about power consumption for data center managers

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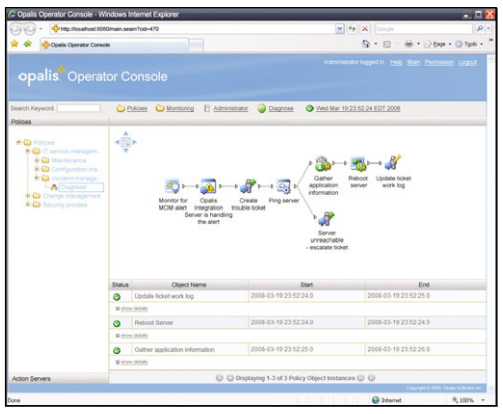
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NETWORKING & VPN — MAY 16, 2008

Manage IT Processes

Opalis Integration Server 5.5 Reduces Costs & Downtime



From Opalis' Operator Console, users can view automation across the entire network.

IT'S WELL KNOWN that a large portion of IT budgets is spent on maintaining systems already in place. Because of the variety of hardware and software required to run an IT center and the lack of integration between the parts, many tasks must be performed manually. This results in a high number of human errors, which is the primary reason for network downtime.

More automated IT processes and tasks, coupled with better interoperability between different vendor's products, greatly reduce network maintenance costs, as well as network downtime. Opalis Software addresses these issues with Integration Server 5.5. The software is designed to help managers oversee the IT infrastructure more effectively, free up important resources, and generally reduce operational costs.

Features of Integration Server 5.5 include means to efficiently and effectively monitor, operate, and manage data center processes. The New Executive Dashboard gives executives business perspectives and operational metrics to aid in monitoring IT effectiveness. Information included on the customizable dashboard includes status of critical processes, service-level agreement attainment, and return on investment.

The Operator's Console provides comprehensive automation and includes options for both attended and unattended automation. Users have a single view of automation across the entire enterprise that provides direct interaction with running automation so network health indications can be identified and dealt with quickly.

Other options include being able to manage multiple data centers from a single point of control, expanded capabilities for managing the most complex data environments, and options for managing multiple customers from a single deployment.

Opalis Integration Server version 5.5

Integrates the variety of hardware and software in a data center and automates many of their functions

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SECURITY — MAY 16, 2008

Manage Unstructured Data

Keep Data Under Wraps With Pentura's Data Risk Assessment Service

AS THE AMOUNT OF DATA generated by organizations continues to grow, the lack of visibility surrounding the content and user access increases the risk to the business. At the heart of the problem is business-critical data that without classification and correct permissions poses a large risk to company security. Pentura's Data Risk Assessment Service allows companies to identify potential risks around data security without the need to invest in expensive dedicated hardware and software tools.

The Data Risk Assessment Service begins by providing visibility of the unstructured data on the network. Once it is determined where the data resides, Pentura will consult with you to classify the data based on three key factors: confidentiality, likely data owners, and current permission levels. Following the identification of the key data assets, Pentura is able to model and report on the usage of such data over an agreed period of time.

On completion of the audit, Pentura will then advise on the correct least privilege access model and policy for the data in question, reducing potentially excessive permissions and providing a measurable reduction of risk for the business.

The Data Risk Assessment Service provides IT administrators with best-practice advice to assist with Active Directory users and groups, so IT staff can also address data leakage prevention on a continual basis.

Organizations can also use information in the Data Risk Assessment report to satisfy internal and external audits without the use of heavy resources or large investments.

Pentura Data Risk Assessment Services

Service that enables organizations to classify and assign permissions to unstructured data

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STORAGE — MAY 16, 2008

Versatile Dual-Mode Shipping Case

Safely Transfer Enterprise Hardware With The Pelican 1730



THE TRANSPORT AND protection of sensitive equipment should be important to any company that cares about the integrity of its products. Items such as flat-screen displays, hard drive towers, and server nodes need to be moved with careful consideration so as not to disrupt vital components during shipping. IT professionals who oversee valuable hardware understand how essential it is to have a dependable mode of transportation.

Pelican's 1730 Transport Case functions as a reliable case that protects even the most fragile supplies as they're sent from location to location. With 10,000 cubic inches of configurable storage, the 1730 is designed to be moved either individually or stacked on pallets. Mobile-friendly features include polyurethane wheels, nylon hubs, and two double-wide handles convenient for manual towing. Stacking multiple cases is never an issue with four extra-deep, base-to-lid locking cleats, and the case's dual-action latches are built to withstand close to 400 pounds.

The automatic pressure equalization valve prevents moisture from entering the case. This feature also enables the case to adapt to any altitude. The optional manual pressure regulation is ideal for housing equipment that requires a temperature-controlled environment. If the humidity level changes inside the case, the humidity gauge will change color as it rises above 40%.

Other characteristics that make the 1730 design unique include the sturdy, yet light, solid wall architecture with open cell core, polymer construction, watertight O-ring seal, and fold-down handles. Inside is the customizable Pick 'N Pluck foam, which comes as a five-piece set.

Pelican 1730 Transport Case

$549.95

Durable storage case safeguards movable supplies and regulates temperature-sensitive equipment

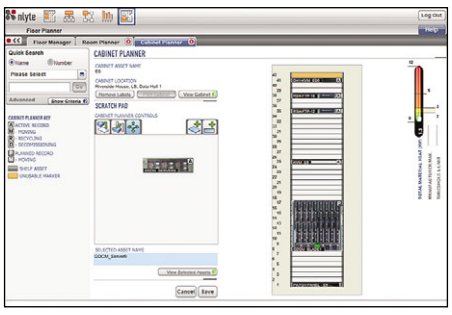
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IT PERSONNEL are facing enormous problems managing a dynamic data center environment. Impacts of implementations, consolidations, virtualization, the retirement of IT assets, and even basic IT changes lead to the risk of overheating, increased power costs, new capital equipment expense, cable infrastructure road blocks, system downtime, and security risks that result in increased operational cost.

The nlyte software suite from GDCM (Global DataCenter Management) optimizes critical data center physical assets by visualizing, modeling, and enabling immediate feedback on planned and implemented changes to facilities, equipment assets, racks, devices, cables, connections, and power resources. The software lets users trend and analyze how current and planned changes impact redundancy, power, cooling, space, network, and cable capacity.

nlyte solves complex problems related to managing physical capacity, allowing the delay of capital expenses, and reducing operational costs related to power, space, and human capital. Companies using nlyte today are gaining the ability to model the data center, establish unified procedures and processes, integrate multiple systems, understand IT changes prior to implementation, and predict how power and cooling supply and demand will effect their entire global data center fabric.

Global DataCenter Management provides enterprise software products to support strategic planning and operation of some of the largest data centers in the world. The company, founded in 2003 and headquartered in California and London, England, is uniquely positioned to provide automation and analytic expertise, focusing on the physical infrastructure needs of medium to extremely large data center environments.

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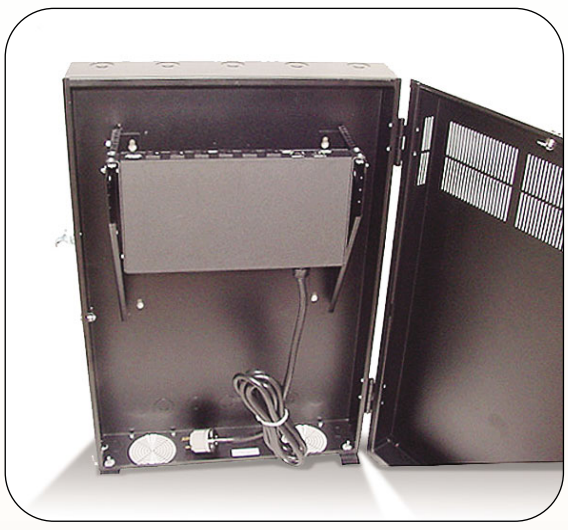
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